



Job Description

POSITION TITLE: Audio Visual Support Specialist #2486
Operations and Support Services
Business Services

SALARY PLACEMENT: Classified Salary Schedule
Range 41

SUMMARY OF POSITION:

Under the general direction of the Program Manager, Event and Audio-Visual Services of Operations and Support Services. Responsible for configuring, operating, training on, maintaining, and supporting audio/visual (A/V) systems and services. Communicates and coordinates with other departments, staff members, outside agencies, and vendors.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND/OR EXPERIENCE:

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration, or equivalent experience. Experience in providing professional AV support, setup, and operation, as well as technical customer service.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND/OR EXPERIENCE:

Three years of increasingly responsible experience with audio-visual control systems (ex. Creston, Extron, FSR) in a large-scale enterprise environment. Comprehensive knowledge of A/V equipment and related peripherals, basic signal flow, and the interconnectivity of A/V equipment and systems. Proficiency in standard software applications, various computer platforms, and operating systems. Familiarity with basic network infrastructure and electrical safety practices. Strong customer service skills and effective service practices. Completion of additional technical certifications.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- A/V equipment, including LCD projectors, screens, audio mixers, microphones, sound systems, teleprompters, media players, production and document cameras, computers, laptops, tablets, smartphones, and other technology devices; excellent customer service skills and practices
- proper office methods and practices
- operational requirements of networked computer systems
- applications including productivity and video conferencing applications
- Chromebooks, Macintosh, Windows, and Windows Server operating systems
- mobile computing platforms including smartphones and tablets
- modern computer techniques, methodologies, principles, and practices

Ability to:

- operate complex A/V systems with integrated video conferencing, projection, audio, recording, playback, and remote-control devices
- establish Wi-Fi or wired network connections and integrate web and audio conferencing into meetings
- establish point-to-point and multi-point video conferences, and identify, troubleshoot, and resolve A/V equipment and connectivity issues
- lift, transport, and assemble A/V equipment, and adapt to changes in technology
- communicate effectively, both verbally and in writing

- prioritize projects, manage time efficiently, and establish and maintain cooperative working relationships
- train others on A/V system operation, research technical resources, and stay current with evolving technologies
- be flexible and receptive to change
- follow manuals and read complicated instructions
- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation
- perform arithmetic calculations with speed and accuracy
- operate and have a sound technical understanding of a variety of computing systems, operations, hardware, and software
- maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field
- establish and maintain effective working relationships with others in a large diverse user environment
- work independently

Possess:

- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities.
4. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for management.
12. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling, and user support.
13. Receive calls for assistance, installation, and general maintenance; logs calls, prioritize and take appropriate action to ensure a satisfactory response with acceptable time frames for customers; provide status reports on all requests.
14. Provide training and support to a diverse customer base in the proper application of A/V hardware and software systems along with policies and procedures related to technology.
15. Maintain a current level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, equipment, and trends.
16. Install, test, operate, monitor, and maintain operating systems and applications (word processing, spreadsheets, virus protection, and others), Databases, Network/Internet applications (email, Internet browsers, backup, and others) on Chromebooks, Macintosh, Windows, and mobile computing devices.
17. Perform diagnostic tests, modify, or repair A/V system components; gather and record appropriate data related to these functions.
18. Interface to vendors for the purpose of establishing and maintaining a source of A/V systems, components, parts, and peripheral devices; problem resolution; and training and in-service programs.
19. Ensure that a complete inventory of supplies and parts are maintained and that all shortages are ordered in a

timely manner.

20. Plan, organize, and coordinate daily schedules for all sites.
21. Respond to a rapidly changing technical environment and the requirements of customers.
22. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Operations and Support Services department.
23. Perform other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 50 pounds to waist height.
7. Handle moderate to heavy pieces of equipment.
8. Exert high physical effort.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public. Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

1/15/2025 final sc