



AUDIOVISUAL SERVICES SUPERVISOR

Reports to: Administrator, Information Technology Services
Division: Administrative Services

Our ideal candidate

You are an innovative and collaborative professional who strives to deliver new and creative technological solutions to meet organizational needs. You use knowledge of audiovisual (AV) and communication technologies to provide timely and reliable support to users and efficiently solve problems and build systems. You perform well under pressure, are committed to providing exceptional customer service, and are able to communicate effectively with personnel both verbally and in writing. You demonstrate the ability to make decisions and use judgment that support and promote the values and goals of SBCEO.

General description

Directly or through contracted vendors, design, install, maintain, and upgrade AV and communication technology infrastructure and related systems for the organization. Update systems regularly to meet current industry standards. Provide onsite technical support and operation of AV and communication technologies for meetings, events, in conference rooms, meeting spaces, and facilities throughout SBCEO. Create resources and train staff for the purpose of capacity-building, team cross-training, and streamlining troubleshooting.

Specific duties and responsibilities

- Develop, implement, and maintain the AV service offering to users of SBCEO facilities; develop strategic plans to facilitate and coordinate the delivery of AV and related technical services; design and install AV and communication systems that incorporate current technologies and are designed to meet the needs of the staff and the organization; coordinate with other Information Technology Services staff to plan network and infrastructure upgrades to support AV and communication technologies.
- Plan, schedule, and coordinate day-to-day AV support activities for the organization; provide support to staff and other users of SBCEO facilities in their use of AV equipment, conference and meeting room technologies, and room control systems; troubleshoot and resolve complex problems; manage daily work schedule according to planned events, current requests, and project progress.
- Determine AV resource requirements (including equipment, infrastructure, and staff) for specific events and for ongoing support of organizational needs; communicate with internal and external parties to plan support of meetings and events.
- Provide training, guidance, and resources to staff and other SBCEO facility users to support their use and understanding of AV and communication technologies.
- Directly or through contracted vendors, maintain all AV systems and equipment including, but not limited to, projectors, digital displays, audio systems, and other general equipment for the purpose of facilitating technology and communication; inventory AV equipment, conduct routine maintenance, and order parts and supplies to ensure proper functioning and accessibility for staff; monitor AV equipment performance, usage and replacement schedules, and maintenance agreements.

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- Develop, manage, and monitor the budget for overall AV service and for individual AV-related projects.
- Oversee the work of contractors engaged to perform AV-related repairs, maintenance, support, and installations; ensure that contract requirements are met.
- Utilize appropriate project management tools, processes, and procedures to support the use of AV and communication technologies.
- Collaborate with other departments and users to ensure successful execution of projects requiring AV support.
- May serve as a project manager for implementations related to AV systems, communications, and collaboration tools.
- May supervise staff; provide functional or project-based supervision to staff assigned AV support duties.
- Keep current on new AV products, trends, upgrades, and software programs.
- Contribute to the development and installation of automated systems used throughout the organization.
- Perform other related duties as assigned.

Requirements

A typical way to qualify for this position would be:

Education: Possession of a high school diploma, supplemented by college or vocational coursework in electronics, computer technology, or related fields. Additional relevant work experience may be substituted for post-secondary education.

Experience: Three years of experience installing and operating AV and communications equipment in meeting venues. Increasingly responsible experience planning, scheduling, and coordinating complex technological, AV, and digital communication projects is preferred.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- Technical components and operation of AV equipment and systems.
- Methods and practices of AV equipment and systems installation and maintenance.
- Diagnostic troubleshooting practices for AV systems, software, and equipment.
- In-person conference room meeting hardware and software.
- Industry-standard video conferencing software functionality and configuration.
- Digital video concepts.
- Industry trends and emerging technologies in AV and communications.
- Networks for the purpose of installation and maintenance of advanced AV control systems
- Computers, peripherals, security devices, and related applications used in business settings
- Troubleshooting strategies and resources

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- Data communication security and network access protocols
- Methods and procedures of operating personal computers and peripheral equipment
- General concepts of microcomputer technology, operating systems, and related software
- Principles and practices of network and data security
- Principles of office automation systems
- Principles and practices of customer service
- Principles and practices of project management
- Principles and practices of budget management
- Industry-standard word processing, spreadsheet and database programs

Ability to:

- Multi-task and adapt to changes quickly
- Work in a fast-paced environment
- Plan, organize and prioritize work of self and others
- Coordinate work of staff or SBCEO partners over whom one has no supervisory authority
- Analyze situations accurately and adopt an effective course of action
- Establish and maintain effective working relationships with individuals at all levels of the organization and external partners
- Communicate effectively both orally and in writing
- Prepare understandable documentation of AV systems and devices for non-expert users
- Meet schedules and timelines
- Maintain accurate records, prepare reports, and make presentations
- Develop an understanding of products
- Consult with users to determine service and equipment needs
- Train and instruct others in AV equipment and computer services
- Work in a calm, tactful, friendly and diplomatic manner
- Collaborate with others to solve problems
- Work well under pressure and respond appropriately to crisis or emergency situations
- Properly diagnose and resolve malfunctions in high-profile or pressure situations
- Research, study, and learn more about technology in order to provide excellent service
- Work independently and as part of a team
- Use a computer, other standard office equipment, and a variety of enterprise and software applications
- Represent SBCEO and assigned program effectively

Licenses and certificates

Valid California Class C Driver's License and insurance coverage as required by law, and the use of a dependable vehicle.

Working conditions

Work is performed in a variety of locations, including a typical modern office environment and events of varying size held at SBCEO and other facilities. Work is usually performed indoors. Some duties of this position are sedentary, performed while sitting at a desk and involving



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extensive use of computers and other office equipment. Supporting events may require periods of prolonged standing, as well as occasional kneeling, crouching, or working above floor level.

Local travel to a variety of locations is required. Occasional attendance at evening and weekend meetings and events may be required.

Physical abilities

Requires the ability to climb, crawl, stoop, kneel, crouch, and occasionally lift objects weighing up to 50 pounds. Requires manual dexterity, near visual acuity, speech intelligibility and flexibility. Requires ordinary ambulatory skills to travel to outside offices and locations.

Series

Information Technology

Salary range 92

Approved by the Personnel Commission: July 27, 2023