TECHNOLOGY CENTER SUPPORT ANALYST

Purpose Statement:
Plans, organizes, provides technical support, and maintains the transmission of audio, video, and data resources of all SDCOE Technology Centers; installs, configures, and maintains related equipment; monitors and ensures the proper functioning of Technology Centers and other SDCOE events; plans, coordinates tests, and implements multiple video, audio and computer and in-person, virtual, and hybrid videoconferencing technologies: develops and maintains maintenance schedules and participates in the maintenance and repair of all related equipment; serves as a lead to other staff members.

Diversity Statement
Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Distinguishing Characteristics:
The position of Technology Center Support Analyst differs from that of Technology Center Support Technician, as the Analyst performs duties of a higher complexity supporting all SDCOE Technology Centers and common meeting spaces and serves as a technical resource to other staff members.

Representative Duties:
This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Essential Functions:
- Prepares and ensures room and lab setups for workshops, conferences and meetings held in a regional technology center or other remote assigned events.
- Oversees and ensures the connectivity and proper functioning of all audiovisual equipment during assigned events, analyzes problems, and efficiently and effectively implements solutions.
- Serves as a technical problem-solving resource during all center events.
- Installs appropriate software and hardware, and maintains proper functioning of computer lab software, hardware, and peripheral equipment.
- Operates and maintains automated audiovisual systems via a variety of remote-control technologies.
- Sets up and maintains a variety of multimedia and video conferencing equipment.
- Routes audio, video, and data sources for transmission to desired output locations.

- Serves as lead for Technology Center Support Technicians, (and others acting in a similar capacity), including but not limited to training, troubleshooting, and adopting and executing more efficient technologies.
- Plans, organizes, and maintains the transmission of audio, video, and data resources of the Technology Centers.
- Installs, configures, operates, maintains, and repairs a variety of audio, video, and data equipment including those used in virtual and hybrid meetings.
- Recommends and implements enhancement, improvements or changes as required.
- Works closely with SDCOE Technology Centers and ITV staff to plan, develop, and produce point-to-point and multi-point video conferences using all major protocols.
- Plans, coordinates, and implements the setup and testing of video conferencing systems with all sites involved and ensures appropriate configuration and compatibility of related hardware and software.
- Meets with clients to assist in determining technology needs and uses appropriate for meetings, presentations, and live events.
- Operates and demonstrates a variety of technology-related equipment to and for individuals and groups.
- Develops and maintains maintenance schedules for all SDCOE Technology Center equipment and works with vendors to provide warranty work.
- Recommends the purchase, repair, and replacement of SDCOE Technology Center equipment, as well as, productivity, educational and connectivity software, ensuring the compatibility of hardware and software.
- Trains and assists student workers and other SDCOE Technology Centers, staff in the use of control room, video conferencing, and other SDCOE Technology Centers equipment.
- Conducts tours of the SDCOE Technology Centers for individuals and groups from SDCOE, school districts and public and private organizations.
- Provides suggestions to staff regarding the integration of technology into the classroom and meeting spaces.
- Provides technology training classes as needed for students, teachers, and administrators.

Other Functions:
- Performs other related duties as assigned.

Job Requirements: Minimum Qualifications:
Knowledge and Abilities

KNOWLEDGE OF:
Operation and troubleshooting for complex digital audio and video systems;
Virtual meeting and event management software (e.g., Microsoft Teams, Zoom);
Macintosh and PC compatible computers;
Peripherals, operating systems, and software in a network environment;
Principles and practices of software and hardware installation and repair;
Productivity, connectivity, and navigational software;
Networking practices and procedures;
Operating systems and their requirements;
Principles and practices of audio, video, and data resource maintenance and transmission;
Concepts and principles of video conferencing and related protocols.

ABILITY TO:
Perform repairs on audio, video, and data equipment routing, as well as virtual and hybrid meeting video conferencing equipment;
Stay abreast of emerging technologies;
Work under pressure and with short deadlines according to presenter needs related to hardware, software, and network malfunctions and/or operator error;
Establish and maintain effective working relationships;
Work with minimum supervision;
Organize and prioritize work;
Exercise appropriate judgment in making decisions;
Demonstrate attendance sufficient to complete the duties of the position as required.

Education and Experience:
Education, training or experience which demonstrates possession of the knowledge, skills and abilities detailed above. An example of a typical qualifying background would include three (3) to five (5) years of experience maintaining audiovisual equipment and supporting the technical needs of virtual meetings and in-person live events. Experience must include installing, configuring, maintaining, and repairing Macintosh and PC compatible computer peripherals, operating systems, and software in a network environment. Specialized training in audiovisual equipment and support is preferred.

Required Testing	Certificates, Licenses, Credentials
N/A	Valid California Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice Fingerprint/Background Clearance
	Physical Exam including drug screen
	Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade   Classified Support, Grade 065

Personnel Commission Approved: 05/1999

Revised: 06/2015, 04/2022