

COORDINATOR, AUDIO VISUAL SYSTEMS

DEFINITION

Under general supervision, coordinates the installation, maintenance, and operation of campus audio visual systems; provides technical support in the use of equipment as necessary; maintains and updates equipment inventory and repairs systems as necessary.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Technical Services Engineering. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This classification provides presentation equipment support to the District by installing new audio visual system hardware, performing system programming tasks on new and existing systems, updating system inventory databases and system monitoring software, maintaining existing systems and control infrastructure. Incumbents work in a fast paced environment requiring creative problem solving skills to meet last minute and emergency classroom requirements. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires thorough knowledge of the policies, procedures, and processes of the assigned functions. This class is distinguished from the Presentation Services Technician in that this position handles more complex troubleshooting and serves as a resource for the Presentation Services Technician. This class is further distinguished from the Manager, Technical Services Engineering in that the latter oversees the entire department and has ultimate responsibility for organizing, assigning, supervising, and reviewing the work of all staff involved in its operations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Coordinates the installation and programming of new classroom and conference audio-visual equipment, coordinates larger installations with vendors, maintains extensive records tracking fixed asset information and equipment maintenance information, and regularly updates controlled system monitoring software.
2. Provides technical support and training to faculty on the operation and use of audio visual equipment and control systems in person, on the phone, and via email; explains system compatibilities and limitations; advises and makes recommendations to faculty and management on equipment for class instruction.
3. Operates, maintains, tests, troubleshoots, and repairs audiovisual equipment; periodically inspects, cleans, and tests audiovisual equipment and performs routine preventative maintenance and minor mechanical and electronic repairs to equipment; refers larger issues to and arranges for equipment repairs with department technicians or vendors.

4. Delivers, sets up, and returns a variety of equipment for classrooms, meeting rooms, and assembly areas, including LCD projectors, monitors, DVD and CD players, VCRs and video and audio players, overhead and slide projectors, and portable audio systems; sets up facilities for presentations and events, including occasional physical setup of tables, chairs, easels, and audio systems.
5. Maintains a working inventory of equipment, components, lamps, and parts; updates and maintains databases, logs, and records of equipment circulation, statistics, and requests.
6. Provides for and maintains measures to ensure equipment security; identifies and reports missing equipment to security.
7. Identifies and determines short- and long-term District presentation needs and requirements; researches, analyzes, and evaluates new and emerging systems, applications, and equipment; confers with vendors regarding modifications and improvements to current equipment; makes recommendations on purchases.
8. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
9. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
10. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
11. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
12. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
13. Prepares and delivers oral presentations related to assigned areas as required.
14. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Programming practices and techniques for sophisticated audio visual control systems including touch screen programming and control as well as programming, implementing and maintaining central control monitoring solutions.
3. Methods, principles, practices, and techniques for troubleshooting and determining the causes of presentation equipment problems and device errors and failures.
4. Principles, practices, and methods of presentation equipment hardware installation, operation, and maintenance.
5. Standard business support software, including word processing, spreadsheet, presentation, graphics, and database programs.
6. Safe work practices and procedures.
7. Occupational hazards and standard safety practices necessary in the area of presentation equipment operations.
8. Record keeping and inventory management principles and procedures.

9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic, and ethnic groups.

Skills and Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Install, operate, program, repair, and maintain complex and diverse presentation systems and audio systems used in classrooms, meeting areas and assembly spaces.
5. Use a variety of techniques, methods, and tools in the maintenance and repair of presentation systems and technologies.
6. Plan, organize, and complete tasks quickly and efficiently and in accordance with District quality standards.
7. Troubleshoot complex presentation system problems and incompatibilities and make or recommend modifications.
8. Analyze problems, evaluate alternatives, and make sound recommendations.
9. Make sound, independent judgments within established procedures.
10. Respond calmly, efficiently, and creatively to last minute and emergency equipment needs, in an active classroom environment.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. Two (2) years of responsible experience in the operation, maintenance, and repair of audio visual technologies.
3. Certification on Extron Control Systems including AV Associate, XTP Distribution systems and Global Configurator Professional is preferred.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting, as well as, outdoors and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Standing in and walking between work areas is frequently required. Positions in this classification frequently bend, stoop, kneel, climb, reach, push, and pull carts to haul equipment. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment and in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes. Incumbents may interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023