

LABORATORY TECHNICIAN – AUDIO

DEFINITION

Under general supervision, provides instructional and technical support services for students; prepares and sets up audio laboratory exercises, demonstrations, instructional materials, and supplies; assists students and faculty in the use and operation of equipment, and materials related to the District's audio programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Arts. Exercises no direct supervision of staff. Provides instructional, technical, and functional direction and training to student workers.

CLASS CHARACTERISTICS

This classification is responsible for conducting a variety of instructional support activities to ensure student learning. Incumbents perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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 assigned area of responsibility. This classification is distinguished from other laboratory technicians by having subject matter expertise in the District's Theater curriculum and programs, equipment, and materials. This position is responsible for assisting students with elements of theater production such as set construction, lighting, and sound.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides instructional and technical support services for the College's audio programs; assists in instructional demonstrations of procedures and techniques; explains related principles, practices, procedures, methods, materials, terminology, tools, and equipment, including software applications that are taught in the classroom.
2. Assists faculty and students in operating audio equipment, hardware, and software.
3. Oversees the use of and access to audio facilities.
4. Prepares and sets up instructional assignments, exercises, and demonstrations.
5. Maintains a clean, orderly, secure, and safe environment in audio facilities.
6. Researches, analyzes, troubleshoots, orders, configures, and implements equipment, hardware, and software for audio production systems.
7. Prepares and sets up laboratory assignments, exercises, demonstrations, and instructional materials; monitors laboratory environment; organizes, arranges, stocks, and distributes materials, equipment and supplies.
8. Monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment as directed; researches and purchases tools, supplies, and repair parts from a variety of sources.
9. Submits work orders for maintenance and repair of equipment and facilities; makes minor facilities and equipment repairs.
10. Assists in coordinating activities with Information Technology, Technical Services, or other audio-related staff to maintain audio-related computer software.
11. Assists students with hardware usages and basic computer navigation in the completion of student's assignments.
12. Evaluates, responds to, and resolves requests for computer assistance from students; assists users experiencing problems with hardware, software, and other computer related technologies.

13. Maintains laboratory tutor assignments schedules and student usage logs; proctors, administers, and monitors make-up exams and quizzes; refers more complex problems to specialized or higher-level personnel.
14. Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.
15. Maintains facilities and computer equipment and peripherals, such as scanners and printers; ensures proper storage of laboratory equipment; ensures work areas are maintained in a clean and orderly condition; maintains accurate logs, reports, and records of work performed and materials and equipment used.
16. Learns and applies emerging technologies as necessary, performs duties in an efficient, organized, and timely manner.
17. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices used in the operation, maintenance, and administration of audio systems, including hardware, software, and analog and digital equipment.
2. Terminology, techniques, equipment, materials, principles, theories, practices, and procedures related to the College's audio programs.
3. Occupational hazards and standard safety procedures.
4. General methods and procedures for preparing course materials and laboratory exercises and demonstrations used in various College audio programs.
5. Set up operation, demonstration, and maintenance of various equipment used in the College's audio programs.
6. Record keeping principles and procedures.
7. English usage, spelling, vocabulary, grammar, and punctuation.
8. Techniques for providing a high level of customer service by effectively dealing with the public, students, and College staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Configure, operate, and maintain analog and digital audio systems.
2. Demonstrate and train others on the proper use of audio systems.
3. Perform a variety of functions using Macintosh and Windows computers.
4. Provide substantive assistance to faculty and students on class assignments, performances, or productions for audio courses.
5. Provide a high level of customer service by effectively dealing with individuals of various ages and socio-economic and ethnic groups.
6. Work independently with little direction.
7. Provide oversight/direction to students.
8. Identify and resolve hardware and software problems and perform minor repairs.
9. Create an engaging and positive learning environment.
10. Interpret, apply, and explain applicable College policies, rules, and regulations.
11. Establish and maintain filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Understand and follow oral and written directions.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in an audio-related field, or one year experience supporting related theory and technology.

Licenses and Certifications:

- The incumbent may periodically be required to travel to a variety of locations. If required to operate a vehicle in the position, employees must demonstrate possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. 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 indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.