

SAN MATEO COUNTY OFFICE OF EDUCATION

Audio/Visual Support Technician

Overview:

Under general supervision set up and adjust audio-visual equipment and online media connections for meetings and conference events; provide technical assistance to media users to access web-based applications used for remote meetings, teleconferencing, and presentations.

Essential Functions:

- Assist County Office staff and other professional development trainers and meeting hosts in the use of a variety of audio-visual equipment, software, and web-based applications; provide all levels of audio-visual support, from one person conferencing to support for large-scale meetings and conferences.
- Operate a variety of audio-visual equipment including remote-control devices, laptops, cameras, digital video recorders, projectors, amplifiers, and speakers; integrate audio-visual devices into the SMCOE network and other audio-visual systems.
- Establish and maintain connections for audio and video conferencing as required; troubleshoot and diagnose equipment and network integration failures, sometimes when meetings are in progress.
- Reserve media and equipment for scheduled events; ensure audio-visual equipment, peripherals, tools and cables are available for scheduled events; research and recommend audio/visual presentation options, and work with County Office staff to plan for and arrange specialized requests.
- Respond to inquiries and provide information to staff concerning audio-visual equipment usage, scheduling, practices and procedures.
- Disassemble and inspect equipment after usage, ensure all equipment and software signed out is accounted for, organized and stored properly.
- Inspect audio-visual equipment to ensure proper operation; clean, adjust and service parts and components; coordinate maintenance and repairs as needed for all audio-visual systems.
- Conduct an annual equipment inventory; complete and maintain hardware and software inventory records; recommend equipment replacement as necessary, assist with ordering audio-visual equipment and supplies.

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San Mateo County Office of Education

- Communicate with Office of Education staff and outside presenters to review audio-visual requests, work through specialized needs, and resolve issues and concerns; respond to phone inquiries, and refer calls to other computer/network technicians as required.
- Drive a vehicle to pick-up and deliver audio-visual equipment.

Knowledge/Skills/Abilities:

Knowledge of:

Multi-Media Equipment - Laptops, projectors, camera equipment, speaker systems, amplifiers, DVRs, audio and video conferencing, video streaming, webcasting, online meeting connectivity.

Network Connectivity - Basic computer network and Internet connectivity through wireless and hard-wired schemes and protocols.

Troubleshooting/Diagnostics - Basic diagnostic techniques and procedures used to restore audio/visual equipment to normal operations.

Customer Service - Principles for providing customer services including assessing needs, interacting with clients using tact, patience and courtesy, meeting quality standards for services, and ensuring client satisfaction.

Skill/Ability to:

Multi-Media Equipment Operation – Set up and connect audio-visual equipment to meet meeting and presentation requirements.

Active Listening - Give full attention to what clients are saying, take time to understand the audio/visual system problem being communicated, ask appropriate clarifying questions, absorb and retain information, and quickly determine the type of assistance required.

Speaking - Express complex information in an understandable and effective way.

Reading Comprehension - Understand and follow directions in computer and software system manuals.

Problem Solving - Identify problems, review information sources, develop and evaluate options and implement solutions.

Time Management - Work independently, complete work under conditions of continuous interruptions, and meet schedules and deadlines.

Active Learning – Understand the implications of new information for both new and future problem solving.

Team Work - Develop cooperative working relationships and work within a team environment on technical problem solving.

Qualifications:

Any combination of education and experience equivalent to:

Education:

Graduation from high school supplemented by coursework in communications, multimedia or related field.

Experience:

Two years of experience working with audio-visual and multimedia equipment in a business or educational setting.

Physical Demands:

Vision sufficient to read a computer screen and identify small parts on equipment.

Hearing sufficient to understand verbal communication over the phone.

Dexterity of hands and fingers sufficient to operate a computer keyboard.

Upper/Lower Body Strength sufficient to lift, carry, push and pull equipment carts and moderately heavy equipment; bend at the waist, kneel and crouch; reach overhead, above the shoulders and horizontally.

Sitting for extended periods of time.