



Job Title: **Audio Video Support Technician Level 1 -3**

Department: **Information Technology**

Supervisor: **Director of Technology Services**

Lane Placement: **ESP Lane 9, 10, 11**

Schedule: **8 hrs. / 242 days**

Evaluation Group: **JCES 3**

FLSA Classification: **Non - Exempt**

## **JOB DESCRIPTION**

Under the supervision of the Director of Technology Services and the Director of Information Technology, the Audio Video (AV) Support Technician provides technical support at assigned location(s).

## **ESSENTIAL FUNCTIONS**

- Provides outstanding customer support.
- Follows the direction of District-level and building technology leaders.
- Provides installation, training, configuration, troubleshooting, repair and maintenance of District supported school AV technology software and hardware, network connectivity, and other technology-related applications.
- Provides assistance to teachers and school support staff having problems with AV systems.
- Prepares documentation to assist teachers and others in solving AV problems.
- Coordinates escalation of problems to appropriate District-level support personnel.
- Participates in and supports the building-level instructional technology planning process as a component of the Comprehensive School Improvement Plan (CSIP), and other related grants.
- Maintains accurate records of system problems and their resolutions.
- Assesses technology and training needs of the assigned location(s) and staff, and makes appropriate recommendations.
- Assists in the development and implementation of user training for students, teachers, and staff.
- Assists with the inventory records of school technology-related equipment and software.
- Serves as a key communicator for technology needs between the school and district.
- Attends District-level technology meetings as assigned.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

## **NON-ESSENTIAL FUNCTIONS**

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

## **QUALIFICATION REQUIREMENTS**

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Specific training in large and small AV systems, sound design, lighting, and repair is preferred.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations.
- Requires ability to write clear and concise reports and plans.
- Requires ability to use personal computer-based word processing and/or spreadsheets.
- Prefer ability to perform component level repair on AV and low voltage systems.
- Requires an understanding of Windows and Apple hardware, software, and basic network troubleshooting.
- Proficiency with both the Apple and Microsoft platforms preferred.
- Provides own transportation to school sites and other District locations. Approved work related travel expenses will be reimbursed when using personal transportation.
- Requires a demonstrated ability to organize, prioritize, and multi-task.
- Requires ability to manage stress of technology emergencies.
- Requires a valid Utah Driver License.
- Prefer one year of prior job-related work experience with demonstrated competence, preferably in the use of hardware and software similar to the District's.

**NOTE:** The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

## **PHYSICAL REQUIREMENTS---Not limited to the following:**

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of fifty (50) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.
- Requires the ability to set up and relocate AV equipment including but not limited to: sound boards, speakers, microphones, stage lighting, projectors, etc.
- Requires ability to use ladders, and mechanical lifts to reach AV equipment mounted high in auditoriums, football stadiums, classrooms and similar locations.
- Requires ability to safely rig and lift heavy AV equipment to high mounting locations.
- Requires physical stamina including the ability to walk or stand without a break for 1-2 hours.

**Note:** This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.

All employees are required to participate in the District evaluation process.  
It is the employee's responsibility to review and adhere to all district policies and procedures.  
This information may be reviewed at [www.canyonsdistrict.org](http://www.canyonsdistrict.org)

ADA \_\_\_\_\_ HR EBP\_\_\_\_\_

Effective date: \_\_\_\_\_ 6/9/2020 \_\_\_\_\_