



METROPOLITAN LIBRARY SYSTEM Job Description

Job Title: Audio Visual Support Technician
Reports To: Technical Support Manager
Division: Information Technology

Position Code.: 1198-110
Classification: Non-exempt
Safety-Sensitive: Yes
Date: 05/2024

JOB SUMMARY:

Under general supervision, the Audio Visual (AV) Support Technician supports complex AV systems from inception through operations at all Metropolitan Library System (MLS) locations. Supports conference room and auditorium setup and operations, presentation and/or sound system setup and operations, and video conferencing system setup and operation. Works closely with the Information Technology (IT) team for configurations and support; works with staff and guests to maximize the use of the AV systems and applications. Monitors, maintains, and supports AV operations including ensuring connectivity and maintenance and testing of equipment. Handles all AV responsibilities, including entering, escalating, and closing AV-related help desk tickets promptly.

ESSENTIAL JOB FUNCTIONS:

- Supports the installed AV systems at all locations within MLS working closely with IT staff, library administrators, location staff, and guests.
- Conducts research and recommends improvements to AV technology and equipment.
- Coordinates updates, repairs, and installations of equipment with library staff, vendors, and contractors.
- Evaluates the performance and function of AV equipment at all locations at regular intervals.
- Trains library staff at each location to operate and troubleshoot AV equipment.
- Troubleshoots and resolves AV equipment failures or issues promptly.
- Serves as liaison with location staff, guests, library administrators, performers, contractors, and vendors regarding setup, configuration, use, and function of AV equipment.
- Sets up, operates, maintains, and repairs equipment used for special live events, including microphones, video recorders, projectors, lighting, and sound mixing equipment.
- Assists in the planning and design of future AV systems.
- Assists the Technical Support Manager in developing the proposed annual budget to support AV equipment implementation and/or replacement across the library.
- Prepares status reports, user guides, and related materials to support AV equipment usage.
- Manages and accounts for AV Equipment inventory for the library.
- Creates and maintains documentation and records of all AV systems.
- Coordinates work between IT and other departments to ensure effective communication and collaboration on all AV projects.
- Provides installation and operational support of the digital signage system.
- Manages daily work schedule according to current requests and incident workloads.
- Provides excellent service to internal and external guests.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives library vehicles to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records, and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.

INTERACTION:

- Interaction with all levels of staff, performers, vendors, contractors, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Hand Tools
- Vehicle (fleet/personal)
- Ladders

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Associate degree in computer science, film and video Production, audio-visual technology, or a related field; and
- Three years of experience in an AV support or AV operations role
or
- High School diploma or GED; and
- Five years of experience in an AV support or AV operations role

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Bachelor's degree in computer science, film and video production, audio-visual technology, or a related field and two years of experience in an AV support or AV operations role
- AVIXA, Crestron, AMX or Extron Certification

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Architectural, cabling, and control system requirements of AV technologies.
- Sound and/or projection system installation and/or operation
- Video conferencing and streaming systems
- Sound, camera, and lighting equipment and techniques
- All computer applications and hardware related to the performance of the essential functions of the job, including Microsoft® Office.

Skill in:

- Setting up and operating AV equipment and systems.
- Communicating technical concepts in a user-friendly way.
- Adapting to an evolving technological landscape and offering suggestions to improve services.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts succinctly and effectively verbally and in writing to diverse audiences in different formats.
- Using strong analytical and troubleshooting skills.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Using small hand tools to install, service, and repair equipment.

Mental and Physical Abilities:

- Ability to learn new technologies and work in a dynamic environment.
- Ability to read and interpret equipment manuals and architectural plans.
- Ability to actively listen to staff, vendors, contractors, and guests to understand their needs.
- Ability to work independently and collaboratively with diverse constituencies.
- Ability to problem solve creatively.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear, and lift and/or move up to 25 pounds.

- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 50 pounds.
- Occasionally, as needed, ascend, and descend ladders safely while carrying up to 40 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work required.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the library or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The library reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the library may deem appropriate.