

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: INSTRUCTIONAL TECHNOLOGY AUDIO/VISUAL TECHNICIAN

Reports To: Designated Supervisor

UW Job Code: 5230

UW Job Family: 51 - Technicians

SOC Code: 27-4011

FLSA: Non-exempt

Pay Grade: 22

Date: 3-1-08

JOB PURPOSE:

Under limited supervision, provide technical advice and service to faculty, staff and students requiring a high degree of advanced skill and expertise in the operation and support of audio/video systems; media control systems and instructional technology. Oversee maintenance and operation of audiovisual equipment used in classrooms, conference rooms, and training rooms including sound, video, projection and related equipment such as SP Controls, Extron, AMX or Crestron Control equipped presentation spaces, Video Teleconferencing Systems (VTC) and Closed Circuit Televisions Systems (CCTV); provide technical support and training on a variety of technology needs including hand-held devices, wireless technologies, fixed and mobile computing equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist faculty, staff, students, and presenters with use of technology in high-tech/smart classrooms, including rapid response to trouble or repair calls, logging and closing of trouble/repair tickets, assist with special requests and customer training.
- Operate and/or troubleshoot a variety of equipment including computers, data projectors, control systems, network devices, various hand tools, audio boards, and audio/video patch panels/routing systems.
- Ensure equipment is maintained in good working order; conduct regular inventory checks and make recommendations on the upgrade and/or purchase of new equipment.
- Expedite major and minor repairs to all types of audio-visual equipment, including ordering replacement parts for equipment repairs or sending out for warranty or contracted repair/replacement.
- Maintain production support for systems and equipment by seeing that systems and equipment are proactively tested and functional prior to being utilized.

- Train student workers, faculty, and staff on how to set up, operate and troubleshoot audiovisual equipment in classroom environments; demonstrate proper use of environments for faculty and other presenters.
- Train faculty, students, and staff on set-up and effective use of instructional technology and contribute to writing and updating policy, procedures, and training manuals.
- Prepare and maintain documentation of classroom and presentation systems; develop and maintain documentation on the use of classroom technology and equipment for instructors.
- Prepare and maintain a variety of records and reports related to activities; document projects utilizing databases, spreadsheets and word processor applications.
- Confer with and advise administrators, faculty, staff and students and other personnel concerning classroom technology information requests, services and needs.
- Work with managers, administrators, faculty, staff and students on upgrades and enhancements or new products, as well as resolve customer complaints and concerns.

SUPPLEMENTAL FUNCTIONS:

- Prepare technical repair manuals and technical reports on progress of projects, as directed.
- Instruct others on troubleshooting, repairing, installation, and operation of equipment.
- Recommend equipment and supply purchases, as needed.

COMPETENCIES:

- Independence
- Technical/Professional Knowledge
- Service Orientation
- Developing Organizational Talent
- Quality Orientation
- Collaboration

MINIMUM QUALIFICATIONS:

Education: **Vocational School, On-the-Job Experience, or Associate's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced principles and practices in the setup, operation and maintenance of audiovisual equipment, video conferencing systems (VTC), closed-circuit television (CCTV), multiple handheld equipment, and wireless technologies.
- VTC equipment usage in telemedicine and telenursing applications.
- General knowledge of H.323 and TCP/IP protocols.
- Demonstrated knowledge of computer hardware, software, and network systems and operations.
- Effective communication techniques including training methods.

- Safety measures and occupational hazards of the trade.
- Advanced calibration methods and techniques for applicable tools and equipment used.
- Computer operating systems principles (PC and MAC) and MS Office applications.
- Operation of multiple equipment including, but not limited to audio, video, computer display, signal distribution, video recording/playback cameras, camcorders, monitors, whiteboards, and SP/Crestron or similar control panels as well as projectors and tape recorders.
- Wired and wireless environments for use and connectivity of computers and computer peripherals and multimedia equipment.
- Video and audio production, video recording and broadcasting equipment and video and audio editing software.
- Configuring and supporting wireless devices including projectors, laptops, tablets, and handheld devices.
- Blueprints, schematic diagrams or sketches.
- Writing technical information for understanding by non-technical audience.
- Writing reports and operational or repair documentation for instructional systems.

Skills and Abilities to:

- Exhibit demonstrated experience with diagnostic techniques, procedures, equipment and tools used in digital classroom support and audio/visual services.
- Prioritize work assignments and work on multiple tasks at once.
- Perform advanced assembly of complex equipment and systems.
- Effectively communicate, both orally and in writing.
- Troubleshoot a variety of instructional technology and audio-visual systems to isolate defects and make repairs.
- Interpret advanced level of schematics and drawings.
- Manage projects and meet demanding time conflicts.
- Multi-task with a lot of interruptions.
- Work in a collaborative team environment.
- Understand and work with IR, RS-422 and RS232C remote control systems.
- Maintain complete and accurate records.
- Reason logically, draw valid conclusions, and make appropriate recommendations.
- Move up to 50 pounds regularly up to one-third of the time.

WORKING CONDITIONS:

Indoor environments such as offices, labs, art studios/museums, auditoriums/field houses, and classrooms; regularly exposed to electrical and mechanical hazards; and occasionally subject to work in tight or confined areas.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.