

Job Class Profile: Audio Visual Specialist

Pay Level: CG-28 **Point Band:** 578-621

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	3	4	4	3	3	1	2	
Points	187	67	19	19	120	65	62	21	21	581

JOB SUMMARY

The Audio Visual Specialist provides audio visual services to meet the needs of an organization. Work includes providing computer and digital technical support and troubleshooting including computerized training rooms, video conferencing and related equipment; providing training in the operation of audio-visual equipment; performing video capture, editing and distribution; photography and web page design and development.

Key and Periodic Activities

- Coordinates audio-visual services for an organization.
- Provides computer and digital technical support for audio-visual equipment and services including supporting smart classrooms, converting various forms of electronic media, configuring and installing software and co-ordinating audio visual requests related to presentations.
- Provides video conferencing support and services including the administration of and supervision of videoconferencing sessions, and repair and maintenance of related equipment.
- Assesses current, short-term and long-term multimedia needs.
- Performs video capture, editing and distribution.
- Provides audio services for presentations, events and functions.
- Provides photography services.
- Provides training in the use of audio-visual and multimedia equipment for presentations.
- Inventory control and procurement of audio visual equipment.

SKILL

Knowledge

General and Specific Knowledge:

- Current trends and technologies related to the use of Audio-Visual equipment.
- Videoconferencing equipment.

— Digital photography.

Formal Education and/or Certification(s):

— Minimum: 2 Year Diploma in Computer Studies or Information Technology.

Years of Experience:

— Minimum: 3 to 4 years.

Competencies:

- Ability to operate and troubleshoot a variety of Audio-Visual equipment.
- Ability to provide training related to the use of Audio-Visual equipment.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information from others, ask questions to gather information and provide routine information related to the use of audio-visual equipment and services. Work also involves promoting audio visual services within the organization; instructing/training others in the use of audio-visual equipment and providing advice regarding the type of equipment to be used and gaining the co-operation of others to complete work tasks. Occasionally, deals with upset or angry people.
- Communications occur with other employees in the immediate work area and throughout the organization, supervisors/managers, students and customers/clients. Communications may also occur with sales representatives, suppliers and internal executives.
- The most significant contacts are co-workers and other employees within the organization.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Physical handling of audio-visual equipment and moving furniture weighing up to 25 lbs. occurs occasionally.
- Physical effort includes sitting (i.e. working on computer) and standing on a regular basis. Occasionally, there are requirements for walking, driving, working in awkward or cramped spaces as well as physical strength to lift and move equipment.
- Work demands include constant fine finger and precision work in the use and troubleshooting of audio-visual equipment. Occasionally, work requires the use of hand tools in repairing equipment, gross motor skills in moving equipment and furniture and physical balance when operating equipment.

Concentration

- **Visual concentration and eye hand coordination** are required on a constant basis when troubleshooting equipment, providing photography and video capturing services and editing of computerized graphics and documents.
- **Auditory** concentration is required on a regular basis to listen to inquiries for audio-visual services and when setting up and using audio equipment such as speakers and amplifiers.
- **Repetition requiring alertness and higher levels of attentiveness** are occasionally required when setting up videoconferencing equipment to ensure equipment is working properly.
- **Time pressures and interruptions** are constant in terms of equipment requests,

troubleshooting equipment during presentations and events and having audio-visual resources available when needed by staff and students.
— Pace of work is dependent upon requests for audio visual services by staff and students.
Complexity
<ul style="list-style-type: none"> — The nature of work includes well defined tasks and activities which are quite different but can be both related and unrelated with a limited number of guidelines available. — Tasks can be diverse with a variety of responsibilities from troubleshooting equipment to photography and graphic design to video editing and distribution. — Challenges or problems tend to be simple in nature and well-defined. Typical problems or issues usually involve equipment malfunction including computers and projectors. Manuals, internet research and other staff are available to assist in developing/finding solutions.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are generally not prescribed or controlled. — Typical work responsibilities are completed with little direction and/or supervision. Discretion and independence of action is relevant to prioritizing work activities and time management to complete work tasks (i.e. flexible hours). — Ordering equipment previously purchased by the organization as well as ordering equipment as soon as possible due to equipment failure, can be completed independently. — Purchasing, policy development and professional development opportunities are subject to supervisory approval.
Impact
<ul style="list-style-type: none"> — Impact of can be felt on the immediate work area, the department, within and outside the organization and customers/clients. Audio-visual equipment malfunction during work activities, there would be a negative impact on the service provided. — Work activities impact the audio-visual equipment utilized, information presented, facilities utilized, processes and systems utilized and programs offered, which could also have a financial impact. Corporate image could also be impacted. — Audio-visual equipment is tested and maintained to reduce the negative impact of malfunctioning equipment. — Problems are typically identified and resolved within hours.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsibility for the supervision of staff. — Development and leadership responsibilities include providing advice and guidance; orientation and training to students and staff regarding audio-visual services and acting as a technical mentor regarding the operation of audio-visual equipment. — Acts as a resource for other staff.

WORKING CONDITIONS**Environmental Working Conditions**

- There is no requirement for any special precautions or safety equipment.
- There is limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury resulting in partial or total disability.
- There is occasional exposure to unusual or distracting noise, dirt/dust, glare, limited lighting or ventilation and awkward/confining work spaces when troubleshooting or installing equipment.