

INSTRUCTIONAL TECHNOLOGY AV TECHNICIAN

Under the direction of the Director of Information Services the Instructional Technology AV Technician will implement and manage technology equipment in the district.

ESSENTIAL FUNCTIONS:

- Accurately record and maintain inventory related to installation of all Promethean hardware and software equipment.
- Perform installation and maintenance of projectors and related Promethean equipment.
- Installation and maintenance of computer connections to AV equipment, including configuration of computer software.
- Troubleshoot AV equipment computer connections and Promethean software.
- Maintain, clean, repair and replace Promethean projectors and accessories.
- Accurately record and maintain inventory related to installation of all multipurpose and meeting room equipment.
- Install and maintain projectors and related sound equipment for multipurpose and meeting rooms.
- Install, repair and maintain wired and wireless microphone systems for multipurpose and meeting rooms.
- Serve as lead technician for installation, repair and maintenance of phone systems and mobile devices.
- Program and maintain VOIP telephone systems.
- Serve as lead technician for installation, repair and maintenance of telepresence systems (video cameras, microphones, VOIP gateways).
- Perform training for administrative users of telepresence systems.
- Perform or assist in completion of all applicable installation and upgrade projects.
- Coordinate and perform various low voltage cabling projects.
- Maintain a positive and service oriented attitude in communication and resolution of technical support calls with all district users.
- Respond to user requests assigned in district help desk system.
- Learn new district software as adopted to be able to troubleshoot service calls related to user usage of new software.
- Assist in maintaining an inventory of IT and Curriculum software and hardware.
- Inventory and discard materials according to district standard procedures.
- Receive, configure and test new equipment.
- Enforce district software licensing policy and district acceptable use of technology policy
- Maintain district IT standard of service
- Communicate with Director of Information Services on any potential issues that would affect 100% completion of installation projects within specified deadlines for each project.
- Escalate any project to Director of Information Services that requires resources beyond area of responsibility.
- Perform other duties as assigned by management.

EMPLOYMENT STANDARDS:

- Ability to meet physical requirements necessary to safely and effectively perform required duties.
- Ability to type at a rate of forty five (45) words per minute.
- Ability to follow oral and written directions.

- Ability to get along with co-workers and deal with the general public tactfully and courteously.
- Ability to work independently.
- Possess a valid and appropriate California State Driver's license.
- Ability to operate, repair, and maintain the District's technology equipment.
- Ability to establish and maintain an effective working relationship with adults.

KNOWLEDGE OF:

- Installation and maintenance of Promethean hardware and software.
- Category 3, 5, 6 and audio visual cabling requirements.
- Installation and configuration of LCD and DLP projectors, cables as well as experience connecting these to Windows XP and Windows 7 based computers.
- Installation and maintenance of VOIP and mobile devices

SKILL AND ABILITY TO:

- Maintain excellent interpersonal relationships with co-workers.
- Provide excellent customer support in performance of duties.
- Maintain district policies and procedures as they apply to installation, service and technical troubleshooting.
- Repair, support, and upgrade of Microsoft Windows computers.
- Provide technical support to varied levels and types of computer users.
- Multi-task and organize projects and work independently.
- Accept project changes with a positive attitude and be flexible to project demands.

PHYSICAL FUNCTIONS:

Ability to:

- Sit and stand for extended periods of time.
- Reach in all directions.
- Lift and carry forty (40) pounds.
- Bend, twist, kneel and stoop.
- Write legible reports.
- Read notes, memos and printed material.
- Speak clearly and effectively.

Experience:

Successful completion of AA/AS Degree in Computer Technology or closely related field. At least three years of progressively responsible related work experience in the implementation of audio visual and phone technology systems, including customer service, installation, repair and maintenance.

Prior extensive experience in performing essential functions listed in non-educational or educational industries may serve as substitute for formal education requirement.

Work Year:

The work year is two hundred sixty (260) days less paid holidays and earned vacation

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, sex (pregnancy or gender), sexual orientation, marital status, national origin (including language use restrictions), ancestry, disability (mental and physical, including HIV and AIDS), age (40 and above), medical condition (cancer/genetic characteristics), denial of family and medical care leave, or denial of pregnancy disability leave or reasonable accommodation. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization is a Drug and Tobacco-Free Workplace.

This organization requires a successful candidate to provide employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.

Board adopted: November 12, 2013