**DESCRIPTION:**

Under general supervision, perform skilled and technical duties in the installation, adjustment, maintenance and minor repair of a variety of microcomputer, audiovisual, and related electronic equipment; assist faculty, staff and students in the use of microcomputer, audiovisual and related equipment.

**DISTINGUISHING CHARACTERISTICS:**

Under general direction of an information and technology resources manager, coordinate the daily operation of audio-visual services. This position is responsible for supporting the multitude of audiovisual and electronic technologies for instructional and non-instructional settings; provide support for instructional technology-based classrooms, distance learning classrooms, and other facilities featuring audio and video technology, computer presentation and projection systems and related electronic technologies. Perform skilled and technical duties in the installation, operation, maintenance, and repair of audio-visual equipment and related electronic technologies. Prepare and maintain records, reports, and statistics regarding utilization, maintenance and inventory of audiovisual and related electronic equipment.

**REPRESENTATIVE DUTIES:**

- Perform skilled installation, operation, maintenance, repair, and distribution of a wide variety of audio-visual and related electronic equipment; including televisions, VCRs, video cameras, digital cameras, television signal distribution equipment, overhead projectors, video on demand systems, computers, projection and presentation systems, LCDs, plasma screens, videoconferencing equipment, sound systems, and other related audio-visual equipment.

- Coordinate and set up operation of equipment related to the delivery of webinars and teleconferences.

- Schedule, deliver, set up, and pick up a variety of audio-visual and electronic equipment for instructional and non-instructional use; coordinate and maintain a reservation schedule for audio visual and electronic equipment requests.

- Video record classes, seminars, lectures, special events, and other events as needed.
• Work from schematics, technical manuals, and other related resources to perform repairs; calibrate equipment; perform routine safety inspections.

• Oversee audio visual and multimedia repairs by vendors.

• Assist in maintaining and configuring computers and printers as they relate to audio visual technology.

• Monitor and support a full range of audio visual set-ups and multi-site set-ups of video conferencing systems, including integrating service of multiple distance learning classrooms; troubleshoot, maintain and perform repairs to teleconferencing technologies as required.

• Instruct and assist faculty, staff, and administrators/managers in the use and care of audio-visual and related electronic equipment, including those in computer presentations, distance learning, videoconferencing rooms, and smart classrooms.

• Develop, coordinate, and implement a comprehensive maintenance schedule for audio visual and related electronic equipment; perform annual and routine cleaning, maintenance, and repairs on audio visual and electronic equipment; ensure that all equipment is maintained in proper working order; maintain related service and repair records.

• Organize and maintain records of equipment inventories and documentation and maintain inventory of parts, lamps, and other audio visual supplies, and order as needed.

• Plan the day-to-day operation of Audio Visual Services; evaluate, recommend, and prepare policies and procedures for approval by the assigned manager; assist in the preparation of the audio visual budget; prepare recommendations and justifications; train, schedule, and provide work direction to student workers.

• Conduct the necessary research and make recommendations for new technology and equipment and determine best utilization of media technology to serve District’s needs; coordinate and work with audio visual and multimedia equipment vendors and installers.

• Provide appropriate reports and statistics regarding usage and operations of the department.

• Comply with copyright law and “Fair Use” guidelines as they apply to recording, duplication, and presentation of media programs and materials requested for instructional use.

• Develop and maintain user documentation and maintain a web presence for operation of audio-visual and computer presentation equipment.

• Provide back-up assistance, including desk assignment and operation of the video-on-demand technologies when required.
• Communicate effectively both orally and in writing; establish and maintain effective working relationships with others, using interpersonal skills, including tact, patience, and courtesy; take initiative and work independently with general supervision.

• Attend seminars, courses, and training workshops to remain current in the knowledge of technological advances in the field.

• Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

• Principles and techniques of electronic equipment repair, operations, and maintenance.
• Proper methods, materials, tools, and equipment used in the electronics and multimedia trade.
• Design, installation, repair, and maintenance of a wide range of mechanical, electronic, and satellite equipment.
• Applicable codes and regulations.
• Fundamentals of telecommunications engineering.
• Record-keeping techniques.
• Computer software and hardware.
• Appropriate safety precautions and procedures.

Skill to:

• Utilize test equipment and materials of the computer/electronics maintenance trade.
• Perform accurate measurements and mathematics.
• Plan and lay out computer/electronic maintenance work.
• Perform skilled electronic installation, diagnosis, and repair work.
• Work from technical manuals, wiring diagrams, schematics, and catalogs.
• Establish and maintain cooperative and effective working relationships with others.

Ability to:

• Work with computers and common software
• Maintain accurate records.
• Maintain tools and equipment in a clean working condition and provide proper security.
• Operate a vehicle observing legal and defensive driving practices.
• Understand and follow oral and written instructions.
• Lift electronic equipment and other objects weighing up to 50 pounds.
• Maintain cooperative and effective working relationships with others.
• Remain current concerning technological advances
• Train and provide work direction to student workers.
EDUCATION AND EXPERIENCE:

Associate’s degree in electronics or closely related field and two years of technician-level experience in performing complex repairs of electronics and computer equipment, OR an equivalent combination of education, experience, and training that would indicate possession of the required knowledge, skills, and abilities listed herein.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver license.

PHYSICAL EFFORT/ WORK ENVIRONMENT:

Indoor and outdoor environment; driving a vehicle to conduct work; evening or variable work hours; constant interruptions; walking throughout campus; dexterity of hands and fingers to operate equipment and eyesight to work with small electronic components and color-coded wires; reach overhead, above the shoulders, and horizontally; bend at the waist; sit or stand for extended periods of time; stoop and kneel; crouch and crawl; lift, carrying, pushing or pulling moderately heavy to heavy objects.