FUNCTIONAL TITLE: Student AV Support Specialist

GENERAL STATEMENT OF DUTIES:

The position of Student AV Specialist will assist the Student AV Supervisor and the Manager of Campus Technology in the upgrade and maintenance of AV technology in new and existing classrooms. This position will provide preventative maintenance and assist in support calls for all Audio/Visual devices used on campus. Additionally, the Student AV Specialist will be accessible to faculty and staff to provide AV support and training as needed during their scheduled working hours.

SUPERVISION RECEIVED: Manager of Campus Technology

SUPERVISION EXERCISED: None

DUTIES & RESPONSIBILITIES:

1. Support the repair, maintenance and updating of the technology enhanced classrooms both in-house and with outside vendors.
2. Troubleshoots, and is frequently first responder for technology classrooms and media equipment difficulties experienced by faculty, staff and students.
3. Performs preventative maintenance on technology classrooms.
4. Assists in the training and use of technology in enhanced classrooms and meeting spaces.
5. Assists with inventory control and associated documentation of all AV technology, including maintenance and updating of the ITS classroom technology replacement cycle.
6. Assumes additional responsibilities as determined by the Manager of Campus Technology.

REQUIRED QUALIFICATIONS:

1. Technical background preferred but not required, strong ability to learn and follow instructions required.
2. Ability to manage one's time effectively and to balance both job responsibilities and academic success.
3. Excellent communication skills and ability to manage in a customer service environment.
4. Ability to proactively manage assigned workload and to execute tasks in a timely manner, while maintaining high academic standards.
5. Minimum GPA of 2.5 required.