1. POSITION IDENTIFICATION

Department Name: IT Client Services

Position Number(s): 118191

Current Position Classification: Technician

Department Position Title: Audio Visual Technician

Evaluating Supervisor’s Title: AV Services Manager

Date Completed: November 6, 2015

Part 1 is being completed by:

☐ Employee
☒ Evaluating Supervisor

FOR USE BY HUMAN RESOURCES

Classification & Grade Approved:

Technician, Grade 5

Effective Date: November 18, 2015

Approved by: ______________________

Next Review: ______________________

2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Provides support and assistance to clients (students, faculty and staff) of IT Services as well as external customers in audio visual technologies, minor hardware and software issues and network connectivity. Provides support in ensuring the timely setup, operation and tear down of classrooms and events according to the client’s requests while ensuring quality customer service and professionalism. Responsible for logging, prioritizing, documenting and actively resolving incidents and client requests for service, as well as proper management and quality control of audio visual inventory.

3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

Provides initial point of contact for students, faculty and staff for walk-in or phone support by logging, responding to and/or triaging client questions received via phone, chat, walk-up, email or the ticketing system. (D)

Provides first level investigation, troubleshooting, and diagnosis to clients on audio visual technologies (e.g. microphones), hardware and software issues (e.g. email and calendaring) and network connectivity (e.g. wireless). Refers complex issues to appropriate technical staff. (D)
Performs minor repairs and maintenance related to audio-visual technologies (e.g. repair cables and connectors, maintain inventory), software/hardware in labs and classrooms, and client computing devices. Refers complex repair and maintenance to appropriate technical staff. (D)

Performs the delivery, setup, operation and teardown of audio visual equipment for courses and events while maintaining a professional level of customer service with all internal and external clients. (D)

Records accurate information and any subsequent updates to incident and/or requests tickets using the IT Service Management (ITSM) tool. Updates and verifies resolution fields in order to provide more detailed information. (D)

Refers incidents and/or requests that could not be resolved prior to end of shift to Audio Visual staff following defined set of operating procedures. (D)

Keeps users informed (phone, email or in person) about the status of their incident or service request as required in order to maintain and/or improve customer satisfaction. (D)

Ensures work areas are clean and tidy by storing equipment, materials and supplies in their assigned areas, and by using various cleaning tools, products and containing to ensure a safe and clean working environment. (D)

Maintains equipment inventory by conducting periodic assessments and enforcing equipment storage standards and quality control. (D)

Updates digital signage system content as requested by clients by following documented procedures. (D)

Participates in team meetings and provides feedback and ideas for improvement opportunities as required. (W)

Contributes to internal knowledge documentations by providing feedback and testing. (M)

Maintains currency in new technology through self-study and workshops. (M)

4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

Trains replacement staff, as required.

Provides back up to other staff during periods of staffing absence and work overload, as assigned.

Performs other duties and responsibilities consistent with the job description and classification on request.
5. **LEVEL OF INDEPENDENCE**
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

- ☐ a) Work is provided with specific instructions describing how and when it should be completed.
- ☒ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.
- ☐ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.
- ☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluates what work needs to be completed within general time frames. Provide examples of project work:

6. **TRAINING EXERCISED**
If the position provides training, check each description that applies.

- ☐ a) Not required to provide training to other individuals.
- ☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).
- ☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.
- ☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.
- ☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. **DIRECTION EXERCISED**
Check each description that applies.

- ☒ a) Not required to provide direction to other individuals.
- ☐ b) Assigns and/or checks work of other individuals.
- ☐ c) Schedules, assigns, and checks work of other individuals.
- ☐ d) In addition to C, establishes work priorities for a unit.
- ☐ e) In addition to C and D, guides project teams.
8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Staff members</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.
- Error in logging, coding incidents and service details in the system

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.
- Incorrect installation of equipment

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding / comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-confined Sitting</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Auditory</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceptual (Understanding/Comprehending)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Keyboarding</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing/walking</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting/setting up equipment</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Office</td>
<td>varies</td>
</tr>
<tr>
<td>Classrooms, labs and various locations at the Burnaby campus</td>
<td>varies</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

b) Describe any uncomfortable and/or distracting conditions in the workplace(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Dust</td>
<td>Occasional</td>
</tr>
<tr>
<td>Toner for printer, cleaning agents</td>
<td>Occasional</td>
</tr>
<tr>
<td>Distracting noise</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

c) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Frequent</td>
</tr>
<tr>
<td>Repetitive arm, finger, wrist movements</td>
<td>Frequent</td>
</tr>
<tr>
<td>Climbing (heights about five feet)</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION

Check each description that applies.

a) Does not require any continuing education.

b) Requires learning new university/department related procedures and/or methods.

c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.

d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.

e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

13. QUALIFICATIONS

Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.

High school graduation and general courses or training of moderate duration (one semester or equivalent) in audio-visual technology.
**13. QUALIFICATIONS**
Minimum required to satisfactorily perform the work.

In addition to formal education, identify the certification or program of study required.

In addition to the above qualifications, the number of years of minimum experience are:

| 1 | Years |

**Check one:**

- ☒ An equivalent combination of formal education, certificate/program of study and experience is acceptable.
- ☐ An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

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**Occupational Skills: Identify skills specifically required to perform the work of the position.**

- Ability to perform setup, operation and troubleshooting of basic audio visual equipment.
- Good knowledge in the setup and operation of video control & projection systems, video playback and recording, video conferencing technologies, and video signal flow.
- Good knowledge in the setup and operation of microphones (wired and wireless), analog mixing boards, basic PA setup, and audio signal management.
- Good knowledge in troubleshooting computers, software, mobile devices, networks and operating systems (e.g. Windows, OS X, iOS and Android etc.)
- Good knowledge of common software applications for web browsing, office productivity, presentations, communications and anti-virus.
- Excellent customer service skills
- Ability to perform minor repairs using common hand tools (e.g. screwdriver).
- Ability to multi-task, work independently and meet deadlines.
- Ability to exercise mature judgment and initiatives.
- Ability to work as a member on a team.
- Good interpersonal, problem solving and organizational skills.
- Excellent oral and written communication skills.
- Ability to follow oral and written instructions accurately.
Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

- Ability to lift up to 25 kg.
- Ability to work shifts including early mornings, afternoon, evenings and weekends.
- Ability to work additional hours and overtime as required.

<table>
<thead>
<tr>
<th>14. APPROVAL AND REVIEW</th>
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<tbody>
<tr>
<td>Evaluating Supervisor Approval: Information provided in the job description accurately reflects the requirements of the position.</td>
</tr>
<tr>
<td>Name of Evaluating Supervisor</td>
</tr>
<tr>
<td>Date</td>
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</table>

<table>
<thead>
<tr>
<th>Employee Review: I have read and understand the requirements of the position.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Employee</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>