

AUDIOVISUAL TECHNOLOGY SYSTEMS SPECIALIST

GENERAL DESCRIPTION OF CLASS

The Audiovisual Technology Systems Specialist I is the journey-level role responsible for technical support, installation, and maintenance of smart classrooms, learning spaces, and meeting environments across District and college sites. Working under general guidance, this role delivers moderately complex support, assists with technology integration, and ensures reliable operation of audiovisual and academic technology systems.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skills in one or more areas of the work assigned. The duties below are not inclusive, but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed as well as other related duties.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

Technical Support & Operations

1. Respond to urgent repair requests during classes or events to minimize disruption. *
2. Install, configure, test, and maintain classroom and meeting space computers, mobile devices, peripherals, and AV hardware/software. *
3. Perform diagnostics and troubleshooting for LAN/WAN-connected systems, multimedia equipment, and core technologies. *
4. Deploy operating system and application updates, patches, and security measures to maintain reliability and performance. *
5. Ensure all classroom and meeting-space technologies remain operational and meet established service levels. *

System Maintenance & Configuration

6. Utilize imaging technologies to maintain standardized desktop environments. *
7. Manage specialized classroom software and virtual devices (e.g., Extron Global Viewer, projector management, PTZ camera software, Shure configuration tools). *
8. Configure enterprise network settings for AV devices, including IP leases, hostnames, and VLAN assignments. *
9. Analyze, repair, and calibrate AV equipment; troubleshoot and adjust programs using tools such as Extron Global Configurator Professional and Biamp Tesira. *
10. Maintain detailed records of hardware/software configurations, DSP settings, and control system programs. *

Integration & Installation

11. Use hand and power tools to mount, install, or remove AV equipment and customize instructional podiums. *
12. Support integration of classroom and meeting-space technologies into physical environments. *
13. Contribute to recommendations and proposals for upgrading or implementing new mediated technologies. *

Collaboration & Communication

14. Demonstrate technology use to faculty, staff, and students. *
15. Collaborate within a team environment to ensure high-quality service delivery. *
16. Communicate effectively with diverse populations, exercising tact and diplomacy. *
17. Participate on technical teams and District committees as assigned. *

General Duties

18. Document system faults, corrective actions, and utilization data for reporting. *
19. Travels to satellite campuses to service, install, remove, and repair classroom, meeting-space, and/or area technology. *
20. Communicates issues, concerns, and/or problems related to poor technology performance to appropriate supervisor. *
21. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy.
22. May perform quality assurance testing to manufacturer's specifications.
23. May serve on a variety of District committees as requested.
24. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- Associate degree* with coursework in electronics, telecommunications, computer science, or related discipline; **AND** Two (2) years of experience closely related to the duties and responsibilities of the position; **OR**
- The completion of a formal trade apprenticeship program; **AND** Two (2) years of experience closely related to the duties and responsibilities of the position;
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Possess and maintain a valid driver's license 'if and when' travel is required in the course of work.
- Travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position is required.

DESIRED QUALIFICATIONS:

- Bachelor's degree in electronics, telecommunications, computer science, or related discipline.
- Industry certifications (e.g., CTS, CTS-I, CTS-D, Crestron, Extron).
- Extron Certification and product knowledge.
- Understanding of AV equipment, signal flow, computer operation, and basic networking.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.

- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Operation, application, and capacities of various Smart, academic, and media-enabled classroom technologies and AV equipment and systems.
- Basic signal flow theory.
- Tools, materials, equipment, and methods employed in the installation, repair, modification, and operation of AV electronic systems observed in the maintenance and repair of electrical equipment.
- Materials, tools, equipment, and practices used in the electrical field.
- Interfacing computers with media equipment and systems.
- Basic computer and software applications.
- Advanced computer and software applications.
- Computer system operation and repair.
- The operations, applications and capacities of various display, audio and computer systems.
- Electronic theory, use of tools, materials, equipment, and methods employed in the engineering, design, installation, repair and maintenance of computer, broadcast, videoconference, and technology systems.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Interpret and apply District policies, procedures, rules, and regulations related to the area of assignment.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of assignment.
- Maintain currency of knowledge of assigned equipment and software applications.
- Diagnose defects in technology equipment.
- Maintain, repair, install, and operate technology equipment.
- Provide direction and training for student employees.
- Develop training and operation procedures.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Read and work from plans and blueprints.
- Follow all safety rules and regulations.

- Perform skilled work in the maintenance, adjustment, and repair of technology equipment.
- Independently apply good judgment in making sound and educated decisions.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Read and write at the level necessary for successful job performance.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Work with diverse populations.
- Establish and maintain effective and cooperative working relationships with those contacted during the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, Board of Trustees, students, external organizations, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this classification may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this classification receive appropriate levels of supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 75 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent performs work on tall (10 foot+) ladders, including work inside ceiling-spaces and outdoor areas installing and maintaining low voltage signal circuit wiring, mounting equipment, and repairing equipment related to classroom, meeting-space, and/or area technology.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Incumbents may be required to travel offsite to other District sites.

Work is performed primarily indoors where some safety considerations exist. The incumbent performs work on tall (10 foot+) ladders, including work inside ceiling-spaces and outdoor areas installing and maintaining low voltage signal circuit wiring, mounting equipment, and repairing equipment related to audiovisual classroom, meeting-space, and/or area technology.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

Class Code: C353.100

Salary Range – CSEA 36 – Non-Exempt

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.