SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

JOB TITLE: AUDIO VISUAL & INFORMATION TECHNOLOGY TECHNICIAN

REPORTS TO: **Director, Information Technology Services**
SUPERVISES: **No supervisory responsibilities.**

DEFINITION:

To provide technical assistance in the assembly, repair, design, and maintenance of a variety of electronic devices and equipment including audio-visual, electronic, and computers; maintain, design and operate audio-visual systems such as those in theaters, meeting spaces, conference rooms, athletic facilities and assembly areas; install classroom projection and other display systems; perform other related work as required in support of the Department. Perform specialized duties in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, wired and wireless networks, VOIP phones and mobile technology.

QUALIFICATIONS:
Required:
1. High School diploma or equivalent.
2. Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be two years of progressive experience in installation and/or maintenance of audiovisual systems and equivalent to the completion of two years college study in a closely related field.
3. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
4. Valid California driver's license.

KNOWLEDGE AND ABILITY:
1. Knowledge of practices, procedures and techniques involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology.
2. Knowledge of computer hardware systems and software applications utilized by SLOCOE.
3. Knowledge of principles, methods and procedures of operating computer hardware, software, peripherals, wired and wireless networks, phones, and mobile technology.
4. Knowledge of audio-visual systems including in-room audio and camera control systems, projection and TV display systems.
5. Knowledge of cabling systems and network design.
6. Knowledge of materials, methods and tools used in the operation and repair of computer hardware, software, peripherals, wired and wireless networks phones and mobile technology.
7. Ability to understand manual instructions to enable logical and accurate diagnosis of problems.
8. Ability to operate a variety of tools and equipment utilized in the operation and repair computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology.
9. Ability to communicate effectively both verbally and in writing.
10. Ability to maintain current knowledge of technological advances.
11. Ability to demonstrate interpersonal skills with tact, patience and courtesy.
12. Ability to maintain regular and reliable attendance.
13. Ability to work independently, prioritize and manage multiple tasks and effectively apply time management skills.
14. Ability to establish and maintain positive and effective working relationships with diverse populations.
15. Ability to understand and carry out assignments in a neat, orderly, accurate, and timely fashion following verbal or written instructions with minimal supervision.
16. Ability to exercise sound judgments and decisions and to evaluate the results of those judgments and decisions.

17. Ability to deal with problems or issues involving several variables in non- standardized situations.

ESSENTIAL FUNCTIONS:
1. Install, configure, modify and maintain computer hardware, software, peripherals, wired and wireless networks, phones, and mobile technology to ensure effective operation of SLOCOE computer systems. Respond to SLOCOE work orders and needs in a timely and efficient manner.
2. Design and coordinate the installation and repair of audio-visual, public address, video conferencing, electronic scoreboards and related systems; assist in ordering audiovisual equipment and parts from appropriate vendors by identifying specifications, model numbers, and researching sources for unusual parts.
3. Program and write programs necessary for the control and use of audio-visual, public address, video conferencing, and related systems
4. Setup, troubleshoot, takedown of audio-visual equipment as needed. This may include such items as mixing boards, microphones, video cameras, videoconferencing gear, projectors, screens, etc. Provide technical support for meetings/events as assigned by the Director.
5. Set up and maintain SLOCOE phones and related services. Set up, configure, and maintain systems for storage, archiving and retrieval of data.
6. Investigate, troubleshoot, diagnose and repair computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology   malfunctions.
7. Recommend, install, and maintain site, department, and classroom projection, audio, and display systems; Perform hardware and software maintenance and install upgrades; repairs, adjusts, and maintains a variety of audio-visual systems and computer systems.
8. Provide remote and on-site assistance to end users; train personnel in the use of audio-visual, projection, and display systems for the purpose of ensuring their ability to use new and/or existing systems.
9. Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, copiers, switches, routers, firewalls, phones, and mobile technology.
10. Serve as a technical resource to SLOCOE computer users concerning the operation of computer hardware, software, peripherals, wired and wireless networks, phones and mobile technology. Respond to inquiries and provide technical information concerning related practices, requirements, guidelines and procedures. Provide technical training to SLOCOE, district staff, or facility users in a classroom environment or one-on-one.
11. Operate technical equipment including testers, meters and hand and power tools.
12. Drive a vehicle to conduct work.
13. Communicate with SLOCOE personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
14. Participate in the design, implementation and maintenance of SLOCOE websites and related systems.
15. Maintain routine records related to work performed.
16. Provide technical assistance and consultation regarding the design and set up of SLOCOE computer systems.
17. Research effectiveness and costs of new and upgraded programs, tools and technological equipment. Make suggestions for new purchases.
18. Attend workshops, classes, and seminars to gain and maintain current knowledge of computer applications, programs, and advances.
19. Handle confidential information and materials with complete security.
20. Perform related duties within the scope and skill level of the classification.

ENVIRONMENT:
1. Indoor work environment.
2. Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
1. Dexterity of hands and fingers to operate a variety of computer equipment.
2. Hearing and speaking to exchange information.

3. Sitting or standing for extended periods of time.
4. Bending at the waist, kneeling or crouching.
5. Seeing to view a computer monitor and read a variety of materials.
6. Physical agility to lift 25 pounds to shoulder height and 50 pounds to waist height.
7. Lifting, carrying, pushing or pulling heavy objects.

HAZARDS:
1. Working around electricity and electrical components.
2. Working around machinery with moving parts.

Grade Allocation: 39
Adopted: 6/2/2023
Revised: