Position Description
Cover Sheet

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain relevant data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title _AV/IT Technician, PRIN (#8350)_____

Division/department __ DSI/Information Technology Services_____

Campus ____ La Plata _____

Check one: New PD _____ Revised PD _____ No changes to PD _____X____

Please identify any similar positions already established within the department

____ AV/DL Technician and IT Technician_____

Reports to _____ Date _____
(Signature)

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature - Third-Level Supervisor)

Approval _____ Date _____
(Signature – Fourth-Level Supervisor)

Approval _____ Date _____
(Signature - Dean or President)

Account code(s) ___050600-050602 (50/50) - PRIN_____

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____23800___

Statistical group _____

Exempt / Non-exempt Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division dean.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: AV/IT Technician PRIN (#8350)____

1. **Principle Duties and Responsibilities:** Prioritize tasks and responsibilities and summarize them below.
   Provides audiovisual support (60%) to college functions including (but not limited to) classroom support, conference center support, miscellaneous ceremonies, faculty support/projects, student projects and college-supported community sponsored affairs.

   Provides computer support to technology end-users (40 %) desktops, labs and classrooms.

   Closely coordinates activities with other ITS technical personnel and technology end-users to ensure the delivery of reliable technical services and resolve work orders in accordance with ITS customer service standards.

   Assist in the maintenance of proper documentation for microcomputer, desktop resources and audiovisual/distance learning equipment utilized at the Prince Frederick campus.

   Maintains a high level of technical expertise and stays abreast of current and developing trends in information and instructional technology through professional reading, attending industry conferences, and professional development (training, education, and participation in professional associations).

   Provides technical support for the college's high profile events such as but are not limited to the following: Twilight Performance Series, Wards Virts Concert Series and a host of various special events.

   Assists in the installation, operation, maintenance and repairs of the colleges audiovisual and distance learning equipment including Smart Podiums, conference room equipment/software, video teleconferencing rooms and the campus-wide closed circuit television network.

   Assists in the maintenance of documentation on all audiovisual/PC equipment including user instructions, operator's manuals, location and placement information (and other information needed for equipment inventory purposes), maintenance/repair records, etc..

   Assists in training end users to properly operate audiovisual, distance learning, and VTC equipment.

   Assist with the configuration of microcomputer hardware, software and peripheral equipment to meet end user requirements while remaining in compliance with department/college policies, guidelines and configuration standards. Also assist with diagnostic testing and repairs of microcomputer hardware, software and peripheral equipment.

   Assist with the relocation of existing microcomputer equipment and assist in the installation and configuration of new microcomputer and/or network equipment as required.

   Assists in the disposition of equipment that is no longer serviceable using applicable college procedures.

   Performs other duties as assigned.

2. **Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

   Minimum Requirement: Associate's Degree or equivalent trade school training in a electronics/IT technology related field and/or One year experience in IT/Audio Visual Support Environment and one Industry certification in (ICIA, A+, Net +, or equivalent).

   General Requirements
   Knowledge of audiovisual systems (especially control, audio and video systems) and the ability to maintain and repair audiovisual equipment is required.

   Demonstrated ability to work independently with little or no direct supervision.

   Working knowledge of desktop computer operating systems including DOS and Windows (7 and10).

   Work experience and proficiency with Microsoft Office (2010/2016/365), Novell GroupWise, Novell Application Launcher and Active Directory, Chrome and Forefox (or other Internet browser) is desired.

   Excellent communications (written and oral), customer service, and problem solving skills.

   Ability to adapt quickly to rapidly changing technology.

   Ability to translate technical terms for non-technical persons.

   Experience working in a team environment.

   Must maintain insurability for vehicle use under the college's liability insurance coverage.

3. **Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants and part-time faculty supervised in a typical semester.

   Supervision of student assistants, temporary employees and or volunteers.

4. **Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

   College technology users (students, faculty, and staff) to provide support, discuss and document requirements, and resolve problems.
   Vendors, contractors and consultants in support of department projects and operations.
   Also has contact with the various business establishments where support is required for college functions and high profile customers.

5. **Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

   College and ITS policies, procedures and standards. Must be aware of software licensing laws and requirements. Must be knowledgeable of national and international standards relating to microcomputers, local area networking and audiovisual/distance learning technologies.

6. **Communications:** Please describe the written and verbal skills required for the position.

   Provides face to face training and conducts meetings with internal customers.
   Must be able to write procedures and provide reporting of the various activities related to area of responsibility.
   Must be able to speak clearly and interpret support issues over the telephone.
   Must be a good listener and display possess an excellent desk side manner.

7. **Role Complexity:**

   This position will be dealing with multiple tasks with the need to switch often based on priorities.
   Tasks are governed by internal and external customers and/or events.
   There will be a multitude of tasks and will require independent decision making at times.
   The work requires attention to detail of the customer's needs.

8. **Creativity & Innovation:**

   This position requires the employee to assist in the development of new ways to meet and increase customer satisfaction.
   This position requires the use of nonconventional thinking to accomplish tasks associated with customers' needs.

9. **Impact:**

   The work of this position touches all areas of the college, be it administrative, academic, and external customers.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

None.

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

Lifting of heavy objects (50-75 lbs) including computer, network and audiovisual equipment.
Hazardous chemicals used for cleaning equipment.
Delivery of equipment to different parts of the campus during rain, snow, cold and hot weather.
Must be aware of safety procedures while using or repairing equipment.