

COMPUTER SERVICES – A/V TECHNICIAN

Division: 2 (Maintenance)

Reports to: IT Manager

Job Summary

With minimal direction, the A/V Technician designs, installs, & supports audio/visual systems.

Duties and Responsibilities

- Designs and installs Audio Visual systems, including audio systems, video projection, interactive displays, live sound systems, wireless presentation systems, and a/v control systems.
- Supports the use of A/V systems by staff, including training staff in the use of A/V systems.
- Services and repairs audio/visual equipment, including coordinating warranty returns and liaising with vendors and manufacturers.
- Participates in the maintenance of hardware inventory.
- Maintains accurate information in a work order system and responds to requests according to a service level agreement.
- Works as a member of the technology support team, provides supervision and direction to casual help and/or an apprentice.
- Maintains current applicable knowledge of audio/visual systems, including familiarity with industry standards and product lines. Participates in on and off site training as necessary.
- Maintains a clean and safe work area.
- Performs other related or emergent duties.

Tools and Equipment Used

- Basic hand tools & power tools
- Elevated lift platforms.
- Audio/Visual design/programming software

Required Knowledge, Ability, Skills

- Technical school or college diploma in computer technology or electronics or an equivalent combination of industry certifications and experience.
- Over two years of experience in the design/install of Audio/Visual systems
- Recognized industry certification such as AVIXA-CTS General, AVIXA-CTS-I or AVIXA-CTS-D.
- Knowledge of A/V control systems and wiring standards
- Ability to work for extended periods under high levels of stress while meeting service expectations and production deadlines.

- Ability to concentrate, focus and use analytics skills to solve complex technology and software problems.
- Ability to communicate effectively, both orally and in writing using courtesy and tact in the explanation of and discussion of information with clients, suppliers and other staff.
- Ability to identify user needs and make recommendations which will resolve the needs either directly or through referral.
- Ability to demonstrate to and teach selected technology users.
- Ability to take initiative and act independently on a number of projects.
- Ability to plan and schedule work and organize workloads effectively.
- Ability to read and interpret plans and schematics applicable to the trade.
- Ability to follow written and oral instructions.
- Ability to assist in the preparation of written procedure and instruction manuals.
- Ability to work within a group setting/environment or independently as the situation necessitates.
- Ability to work in confined spaces and at heights.
- Ability to lift up to and including 50 lbs.
- Knowledge of health and safety procedures, including Workplace Hazardous Materials Information System and Workers Compensation Board regulations.
- A valid B.C. Class 5 driver's licence.

Originated: April 2019

Reviewed; March 2020

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