

UNIVERSITY OF SOUTHERN CALIFORNIA

AV Support Engineer (ITS)

Job Code: 166811

OT Eligible: No

Comp Approval: 1/17/2020

JOB SUMMARY:

Provides a reliable, best-in-class experience for university customers using general-use learning spaces. Drives innovation in audiovisual systems, integration, programming, testing, and documentation, and the deployment of optimized solutions. Enacts system improvements based on system data and customer feedback, and provides technical expertise and Level-3 operational support. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____ _____ Delivers and supports complex integrated audiovisual and video teleconference (VTC) system services, and engineers a network of AV/IT assets and data across campus. Ensures proper integration and functionality of all sound, projection, and collaboration capabilities in general-use classrooms, auditoria, and workspaces. Inspects and tests equipment, installing, assembling, repairing, and breaking down as needed.

_____ _____ Facilitates the collection of usage data for AV/VTC technology solutions. Engages customers and key stakeholders, gathering feedback on the customer experience. Maintains currency with AV/VTC technology, best practices and industry trends. Analyzes problematic data, performs root cause analyses, and identifies and recommends realistic solutions via issue resolution and prevention.

_____ _____ Provides technical support to customers, partners, and key stakeholders by understanding and resolving customer issues and requests. Follows ITS standards, procedures, and protocols related to the escalation, follow-up, and resolution of issues, problems, and requests. Provides documentation and instruction as needed to optimize frontline service teams and minimize operational problems. Provides advice and guidance regarding the timing of new technology releases, upgrades and installations. Interfaces with vendors to understand innovative products and services, and proposes recommendations on products and services.

_____ _____ Supports the learning environment team's vision and process improvement efforts. Works closely with team members and management to implement and support effective solutions for AV/IT. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Basic knowledge of network topology, equipment, and capabilities in an AV systems environment, with the ability to design, build, and test AV solutions based on project specifications. Ability to assess problems and prioritize accordingly based on importance, urgency, impact, and alignment to university objectives. Experience servicing and troubleshooting new and legacy AV equipment. Experience presenting ideas and solutions in non-technical, business-friendly terms, with excellent written and oral communication skills. Strong collaboration and documentation skills, and the ability to develop positive working relationships and strong rapport with team members.

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. Certified Technology Specialist — Design (CTS-D) or similar certification. Experience with ServiceNow or similar customer-issue ticketing systems. Experience in higher education.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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