

JOB INFORMATION

Effective Date	10/18/2023
Job Code:	3889
Job Title:	AV System Specialist II
Salary Grade/Structure:	200 - Support Staff
Career Level Name:	S2 - Intermediate Support
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	Information Technology
Job Summary	The AV System Specialist II provides technical and user support for all campus instructional and administrative technology in classrooms, conference rooms, and all AV event support areas. Supported functions include hardware configuration, presentations, video conferences, and customer engagement. The position will maintain, improve, support, and fix audio-visual systems, digital signage infrastructure, and lecture capture systems. The position will possess a thorough knowledge of Crestron control and audio systems. The position will coordinate resources and/or work events, including multimedia presentations, audio, streaming, and sound reinforcement.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree		Required	
Bachelor's Degree	in Computer Technology.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Experience supporting technology in a higher education setting.	Required	
Considerable	Experience with audio, visual, and media technology.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Certified Technology Specialist (CTS); Crestron, BrightSign, Biamp certifications OR CompTIA A+	within 1-1/2 Yrs	Required	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of diagnosis and repairs for computer AV technology.	Skilled
• Knowledge of Crestron systems.	Skilled
• Ability to diagnose software or hardware problems as well as user errors.	Skilled
• Direct work experience with AV and video teleconferencing solutions and technologies to include Crestron experience, Zoom, and MS products.	Skilled
• Skills in PC and Apple operating systems as well Microsoft applications.	Skilled
• Ability to interact with users in a service oriented manner.	Skilled
• Ability to conduct technology training.	Skilled
• Ability to prioritize tasks, follow policies and procedures, meet deadlines, and ability to handle multiple projects.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Supports and maintains classrooms and administrative AV/Media technology operations for the university. Evaluate, install, maintain, upgrade, troubleshoot, repair technology equipment, and perform regular maintenance checks. This includes live events, classrooms, conference rooms, and video teleconference rooms. Serves as the initial point of contact for reporting and resolving problems in classrooms and conference rooms.	50%
• Develops and edits departmental documentation regarding system specifications and usage. Documents service requests and problem reports using the department ticketing system. Coordinates with audiovisual integrators for new and updated systems. Maintain equipment and parts inventory; ensure proper disposal of equipment.	25%
• Meets with users to determine event needs, direct resources, and work university events. Stay up-to-date with technology solutions to meet university needs. Train faculty and staff in the use of technology in the classrooms and conference rooms.	20%
• Performs all other duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description