

Job Description

Please check one of the following:

- ☐ New
 ☒ Update
 ☐ Advancement within same zone
 ☐ Promotion to Higher Zone
☐ Other |

1. General Information

Date: 8/30/2021	Working Job Title: Audio/ Visual Support Specialist	Position #: 12457
Employee Name: T.B.D.	Title Code: 49302316	Department Name: Information Technology Services
SAP Personnel #: T.B.D.	Job Family: IT	SAP Organization Unit #: 50010181
Name of Supervisor: Keith Derickson	Job Family Zone: Associate	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 15021	Zone Code: IT14H	Funding Source: 9229110020 (75.73%) / 9229110010 (24.27%)
FOR HR USE ONLY: FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		
Exemption Type:		

2. Job Summary

Provide Tier 3 technical support for Learning Spaces and non-academic spaces audio/visual systems this includes equipment such as control systems (typically AMX), computer systems, audio/video switchers, audio amplifiers and mixers, projectors and displays. Work with Learning Spaces team to ensure full operation of a/v systems in General Purpose classrooms. Position will provide support for the Learning Spaces support and build teams, through all phases of the design, installation, and support of media-rich rooms. This position will uphold the ITS core principles of outstanding collaboration and communication, a drive to succeed, a passion for higher learning, and acting with integrity.

3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Support Responsibilities Direct responsibility for Tier 3 service and troubleshooting of audiovisual issues. This includes equipment such as: control systems (typically AMX), computer systems, audio/video switchers, audio amplifiers and mixers, projectors and displays. Work with campus networking team to troubleshoot network-related issues and maintain a/v networking requirements as needed. Support installation activities with construction superintendents, Learning Spaces team and accounting. Support on-site installation technicians to verify proper installation and operation of equipment. When necessary, also serve as a system installer. Work with other ITS functional teams to insure established organizational best practices are utilized. Provide advice and expertise during new construction projects incorporating learning spaces. Provide advice and expertise to improve standards for audio, video, control and conferencing systems.	80%	*
Technical Responsibilities Rewrite system programs as needed when equipment is replaced or modified. Integrate metric gathering capabilities to new and existing control system designs.	20%	
<i>The above list of job duties is not exclusive, and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.</i>		

<p>This Position: <input checked="" type="checkbox"/> REQUIRES ATTENDANCE AT THE WORKPLACE or <input type="checkbox"/> IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT (request forms required)</p> <p>And is considered: <input type="checkbox"/> ESSENTIAL (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite) or <input checked="" type="checkbox"/> NON-ESSENTIAL</p>

4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Thorough knowledge of audio/video systems and computer technologies. Demonstrated ability to communicate effectively with Faculty/Staff with a wide range of computing/audio/video backgrounds. High degree of accuracy and attention to detail required. Employee is on-call - - this responsibility may require the necessity to work outside of regular business hours. Under the direction of and in partnership with the NU Security team, implement and maintain security strategies, policies, and standards to protect University assets. Responsible for actively researching and reviewing security practices to make recommendations based on institutional risk and operational impact.

B. Problem Solving / Decision Making

This position is responsible for supporting initiatives that enable faculty and staff to learn about and to incorporate instructional technologies into their work. In the commission of these duties, the incumbent encounters a wide range of problems from a diverse group of users. This position makes decisions relating to the most effective way of communicating the information and implements these decisions into the programs.

C. Interactions

Position must interact with users and clients at all levels of the UNL community; Faculty, staff, students and administration. Outstanding client relationship and user-support skills are required.

D. Nature of Supervision

Supervision Over: ☐ Reg Staff ☐ Temp Staff/Students ☒ No Supervision
Supervision Received: ☐ Close ☐ Moderate ☒ Limited/None

E. Impact

Errors in this position will mean immediate failure of technology equipment in the supported general classrooms, interrupting classes attended by Faculty and/or students.

5. Minimum Qualifications (indicate "required" and "preferred" for each qualification)

A. LEVEL OF EDUCATION:

Bachelor's degree Engineering, Computer Science, Business or related field; equivalency considered

B. YEARS & TYPE OF EXPERIENCE:

Three years information technology and/or audio/visual support and design; required

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

CTS or CTS-I; preferred
AMX Programming; preferred
D-Tools knowledge or similar; preferred

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Demonstrated knowledge of audiovisual technologies, peripherals; required
Knowledge of computer hardware, software, and networking; required
Strong communication skills, both public speaking and written communication; required
Strong organizational skills; required
Demonstrated project management experience; preferred

6. Physical Requirements

1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

Long hours of computer work may cause neck/back strain. Work outside of normal business hours may be necessary.

2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. PATIENT CARE AND RESEARCH JOB

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Wearing hearing protection apparatus	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Working with laboratory animals	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Exposure to chemical hazards	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>
Wearing protective clothing	<input type="checkbox"/>	<div style="border: 1px solid black; height: 15px;"></div>