

## **INFORMATION SERVICES AND AUDIO VISUAL SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work involving the performance of specialized computer services and software support duties including, but not limited to, installation and troubleshooting of a variety of equipment and software including specialized audio visual equipment, in a networked or stand-alone environment. The incumbent will also be responsible for maintaining, upgrading and repairing equipment and providing end user training and technical support. The work is performed under the general supervision of a higher level computer systems employee or an administrator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Identifies, diagnoses and resolves problems for users of technology equipment including but not limited to personal computers, peripherals, televisions, voice recorders, software, hardware and networks;

Delivers, tags, sets up and assists in configuration of end-user hardware, software and peripherals, including specialized audio visual equipment;

Coordinates repair of equipment covered by third-party vendor maintenance agreements;

Performs maintenance, upgrade and repair of equipment and peripherals not covered by third-party vendor maintenance agreements, including cleaning and modifications;

Installs and re-installs software;

Provides end-user training on equipment operation and problem avoidance and resolution;

Facilitates the production and distribution of video and/or audio recording of special events;

Keeps records and coordinates service and repair calls;

Performs website maintenance.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of personal computers, printers and related peripherals; good knowledge of the principles and practices of computer system support, especially "help desk" skills; good operating knowledge of video and audio production equipment including cameras, lighting, projectors, recorders, VCR's, etc.; ability to set up, connect and trouble-shoot equipment; ability to train equipment and multimedia software users; ability to operate and adjust radio and television broadcasting equipment; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

### **MINIMUM QUALIFICATIONS:**

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems, Audio Visual, Media Studies, Communication Arts or related field and two (2) years of paid work experience diagnosing/ troubleshooting of computer problems relating to software packages and basic hardware issues, one (1) of which involved the set up and support of audio-visual equipment; or
2. Possession of An Associate's degree in Computer Science, Management Information Systems, Audio Visual, Media Studies, Communication Arts or related field and four (4) years of paid work experience diagnosing/ troubleshooting of computer problems relating to software packages and basic hardware issues, one (1) of which involved the set up and support of audio-visual equipment; or

(over)

3. Graduation from high school or possession of an equivalency diploma and six (6) years of paid work experience diagnosing/ troubleshooting of computer problems relating to software packages and basic hardware issues, one (1) of which involved the set up and support of audio-visual equipment.

**SPECIAL REQUIREMENTS:** Possession of a valid driver's license or accessibility to transportation to meet fieldwork requirements in a timely and efficient manner.