

CITY OF CHATTANOOGA

Classification Specification Title: Audio Visual Technician

Department: Technology Services

Pay Grade: GS.05

Supervision Received From: Asst. Dir. IT Ops

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 12/05/23

Revision Date: 8/27/24

CLASSIFICATION SUMMARY:

The incumbent in this classification are responsible for providing specialized audio and visual services for conference rooms throughout all City buildings. Duties include set up and operate sound and video equipment for agenda meetings; test and resolve equipment issues; monitor sound and video feeds on recorded/streamed meetings to ensure quality; maintain inventory of equipment; and oversee the posting and storing of streamed meetings.

SERIES LEVEL:

The Audio Visual Technician is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Set up and operate sound and video equipment for meetings, such as board meetings and agendas.

Plan, organize and implement the maintenance and operation of equipment.

Receives requests for audio-visual equipment for new or upgrading existing equipment, to include digital signage.

Coordinate with audio-visual service vendor(s) for project installation, service support and equipment repairs.

Troubleshoot and assist with diagnosis of media system issues, and escalates more complex issues when necessary.

Maintain inventory of all audio-visual equipment.

Complete and maintain documentation of equipment and training guides.

Demonstrate and/or instruct others on the use of audio-visual equipment.

Conduct meetings and presentations with remote participants using a variety of teleconferencing systems.

Research new audio-visual and media equipment and technologies.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED; supplemented by two (2) years previous experience and/or vocational/technical training involving audio-visual technology or digital media and managing small to medium installations or any combination of equivalent experience and education.

All employees must maintain Tennessee residency from the date of hire.

LICENSING AND CERTIFICATIONS:

Certified Technology Specialist (CTS) certification preferred.

KNOWLEDGE AND SKILLS:

Knowledge of Crestron, Extron, Kramer, Da-Lite, and Biamp solutions. Experience with audio digital signal processing (DSP) units. Experience with various digital signage solutions and live streaming technologies. Knowledge of principles of operation characteristics of computer hardware and software, computer operating systems, basic computer networking principles, and audio-visual systems integrations. The ability to multitask while working well under pressure, and be able to troubleshoot any issues in a timely manner. A strong knowledge of signal flow, audio-visual signal types, cabling, connector types, and associated termination procedures. Excellent communication, prioritization, and problem-solving abilities. Providing customer service by working with city employees, outside entities (boards/committees), and their meeting guests on-site to ensure desires are met and that equipment is functioning properly. Strong organization and detail oriented skills. Ability to understand difficult technical concepts and explain them to others. Ability to work independently with limited supervision. Capability of reading and following audio-visual system schematics and supporting documentation (i.e. CAD drawings, blueprints, and manuals). Ability to field engineer solutions to unanticipated design or site challenges.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.