

A/V and Web Technician

Position Code: 3203

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 354

Location: Innovation and Technology

Approval Date: 2023

General Statement of Duties

Responsible for overseeing and organizing daily request for audiovisual or meeting collaboration requests for the Town. This position will assist in changes and development of the website and its integrations. This position will also be responsible for specialized audiovisual support and technical setup / assistance during events as requested.

Distinguishing Features of the Class

Provides audiovisual support for special and live events across the Town including venue setup and tear-down, conference room operations, technical support in the areas of sound, video, lighting, and projections, and customer support and service. The position will operate audio consoles, PA systems, video cameras, projectors and other AV equipment and handle loading, unloading, and transportation of equipment as needed. Provides a pathway for the Town's website to grow, become more efficient, and have new integrations that allow for better operation with other Town systems.

Duties and Responsibilities

Coordinate audiovisual equipment, video conferencing, or other presentation services equipment for offices, conference rooms, and events.

Responsible for the setup, operation, and breakdown of all audiovisual equipment.

Responsible for working with other IT staff and handling tickets as they relate to A/V or website operations.

Setup and install equipment such as microphones, speakers, screen, projectors, recording, Crestron units, and other related devices.

Create and maintain audiovisual documentation and best practice guidelines.

Assist with changes and tickets for the Town's website and its functionality.

Work on development and efficiencies for the Town's website and its operation.

Participate in design, configuration, and implementation of projects related to all A/V operations including Town Board room, conference rooms, CMCC, and others.

Participate in design, configuration, and implementation of projects related to website upgrades, enhancements, and changes.

Work with vendors and other support services for purchases, product issues, or escalated ticket issues.

Talking users through a series of actions, either face-to-face, over the phone or virtually, to help set up systems or resolve issues.

Performs other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of the operation, uses, and capabilities of all types of audiovisual equipment including mics, speakers, projectors, mixers, etc.

Thorough understanding of website functionality with special emphasis on having with Civic Plus or Revise.

Knowledge of video conferencing equipment and the ability to troubleshoot issues and connection problems with that equipment.

Ability to understand and follow written and oral instructions.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public and vendors.

Skill and ability to provide excellent customer service.

Some knowledge of general office procedures, practices, and equipment.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelors or associates degree from an accredited college or university with major course work in computer technologies, A/V, or related field and two to five years of experience in infrastructure, client systems, A/V systems, video conferencing, website design and operations, and business applications. Will accept equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License