

DIRECTOR OF AV TECHNOLOGY
POSITION DESCRIPTION

General Description:

The Director of AV is responsible for the operation of AV technology. This position provides advanced technical support for audio visual technology, including classroom instructor lecterns, audio-visual (AV) equipment, meeting room technology, chapel technology, and other facilities featuring audio and video conferencing and projection systems. The Director reports to the Network Systems Administrator.

Essential Functions:

1. Perform troubleshooting, coordinate maintenance and repair of AV equipment in, recommend replacement and upgrades to equipment and software as necessary.
2. Assist faculty, staff, and students with technology via phone, email, Teams, and in person.
3. Manage, test, recommend, and integrate existing and new multimedia streaming systems, collaboration tools, including video livestream and web-conference software.
4. Provide troubleshooting and testing of live stream and audiovisual equipment (videoconferencing, multimedia, audiovisual, projection systems, displays, cameras, microphones, mixers, integrated AV systems, streaming technologies, etc.) and video systems.
5. Document incidents, including opening cases and following up in a timely manner with maintenance contract vendors.
6. Test, configure, and troubleshoot IP-based livestream, web-conference systems, and AV systems.
7. Coordinate and routinely schedule equipment testing and preventive maintenance.
8. Oversee development and use of video and audio recording studio.
9. Supervise AV staff, including part-time and student employees.
10. Adhere to seminary standards of professionalism, confidentiality, and integrity.
11. Other duties as requested.

Minimum Requirements:

- Bachelor's degree with a minimum of three years of relevant experience or associate degree with a minimum of five years of relevant experience
- Knowledge of customer service principles and practices
- Demonstrated technical ability in installation, implementation, and troubleshooting support for live-streaming, web-conferencing, computers (Windows/Apple), and AV products in higher education setting
- Experience, aptitude, and familiarity with a variety of audio-visual equipment and basic editing
- Experience with MS Office applications
- Knowledge of Windows and Mac operating systems

Knowledge/Skills/Abilities:

- Interpersonal skills required for working with a multitude of clients
- Financial responsibility required with the ability to administer the budget
- Ability to effectively communicate both orally and in written format

- Demonstrated ability to solve moderate to complex problems of varying nature and to translate the solutions into applications/systems or modifications thereof
- Ability to handle conflicts and high-stress situations with sensitivity and humor
- Excellent customer service skills In-depth knowledge of academic AV systems with an understanding of their design, purpose, control, and techniques
- Ability to work with flexibility within assigned work hours

Classification:

- Full-time
- Exempt
- Not telework eligible - on campus only

APPLICATION PROCESS: To apply, please submit your cover letter, resume, and three professional references with contact information to searchteambusofc@ctsnet.edu. Applications accepted until filled.

Physical Demands: Although physical limitations for this position can be accommodated, the job's physical demands can include but are not limited to sitting, standing, stooping, crouching, bending, walking, and lifting objects to 40 lbs. Work is performed in an office environment and classrooms.

Disclaimer: The preceding job position has been designed to indicate the general nature and level of work employees perform within this classification. It is not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees for this job.

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