

MOUNT ALLISON UNIVERSITY

Position Posting

Position Title: Classroom/AV Technology Specialist	Position # 1054
Department: Computing Services	Classification: MASA Grade 9
Supervisor's Title: User Services Manager	Posting Date: August 4, 2020
Position Summary: The incumbent is responsible for project management and all aspects of system design, standardization, user interface design, technical support, and maintenance for classroom technologies and audiovisual technologies on campus. The incumbent will work with student groups, university conferences, and with outside technical and equipment suppliers and service providers. The incumbent will also hire, train and supervise the crew of part time student Audiovisual Technicians and provide AV training and support to the Helpdesk. The incumbent is responsible to provide appropriate training materials and deliver training to AV users *Please refer to section B for the required Qualifications, Education and Skills	
Hours of Work: This is a full-time four month term position beginning in September, 2020.	
Mount Allison Staff Association: This position is in the bargaining unit represented by the Mount Allison Staff Association.	
Who May Apply: Any person may apply. However, if qualifications, skills and abilities are equal, preference will be given first to members of the bargaining unit.	
Date of Closure: Applications should be received by the Human Resources department on or before August 14, 2020. Please forward resumes with a cover letter to hr@mta.ca .	

Position Description

A. Position Responsibilities

- Organize and manage the technical requirements and provide support for classrooms, auditoriums, dining halls, cafes, and other spaces on campus
- Plan the audio visual technology strategy for the campus with a 5-10 year outlook
- Manage audio visual projects. Activities include:
 - Designing the system and producing specifications

- Procuring products and services
- Overseeing installation by vendors, 3rd party installers, and other Mount Allison staff and students
- Installing equipment and cabling
- Programming system controllers and processors
- Testing equipment and programs
- Consult with faculty, managers, students, visiting speakers, and other interested parties to determine requirements
- Troubleshoot and solve technical problems with AV technologies in classrooms and other venues on campus in a time sensitive and professional manner
- Monitor AV equipment, and perform maintenance on a daily basis.
- Identify, research, and recommend changes to classroom and other campus audiovisual equipment to cover ever changing needs. Provide technical consulting for audiovisual technology purchases and installation for various venues on campus as required
- Assess and make decisions on equipment procurement from vendors
- Repair cables and equipment using various precision tools and equipment
- Evaluate new gear and recommend equipment, standards, and user interface design
- Service and install new equipment
- Configure and program equipment and software including, but not limited to network room controllers and data projectors for network/online monitoring and control, and digital audio processing systems
- Secure equipment and software physically and virtually within University security standards
- Hire, train, and supervise student technicians for classroom audiovisual maintenance and support
- Implement, provide training for, and enforce safety regulations and procedures concerning use and installation of audiovisual equipment on campus
- Communicate and coordinate necessary building maintenance with Facilities Management as it relates to classroom audiovisual technologies
- Produce, edit, and convert analogue and digital media for use in classes, presentations, and other events on campus. Assist faculty, staff, and students in producing and editing of media
- Provide “Stage Technician” support in Convocation Hall when required
- Ensure that work orders are addressed and charged back, when necessary, in a timely manner
- Other duties as assigned

Supervisory responsibilities

1. Student AV Technician hiring, training and supervision
2. Supervise the Technical Coordinator Convocation Hall when performing work in classrooms
3. Supervision of 3rd party installers/laborers performing AV related work on campus
4. Produce training materials and documentation for the Helpdesk, Student Technicians and users

Key relationships and contacts

- Day to day personal contact with many members of the University community (faculty, staff, and students)
- Ability to communicate with clients in user-friendly language
- Maintain contacts with 3rd party repair centers
- Maintain relationships with service managers and sales representatives of preferred vendors
- Work with manufacturers on product improvements

Decision-making, problem-solving

- Ability to prioritize and handle multiple competing tasks
- Strong analytical skills with high technical aptitude
- Top-tier problem solving abilities with strong troubleshooting skills and keen attention to detail
- Develop designs and specifications for AV projects valued over \$100,000 accommodating current and future learning and technology requirements
- Ability to assess technical and user requirements for a diverse range of situations and develop hardware and software solutions to meet those requirements, often with little notice or planning time
- Provide 2nd level trouble-shooting and problem solving for Helpdesk staff

Continuing Study

- Acquire and maintain equipment and programming certifications for University standard technologies.
- Acquire and maintain Infocomm CTS – General, Design, and Installation certifications

Concentration

- A moderate to high degree of concentration is required in developing programs for digital audio processing and user interface controllers as well as system design processes

Physical Demands

- Ability to lift up to 20Kg on a regular basis with the occasional requirement to lift more than 20Kg

Accountability

- Handle equipment valued over \$1000 on a regular basis
- Must set up and support high profile events with attendees, including dignitaries from inside and outside the university and media outlets.
- Mistakes made at high profile events can cause embarrassment to the university and impact alumni support for the university and student enrolment and retention
- Mistakes made in system design can affect delivery of course materials potentially across campus. This could impact student retention
- Access to sensitive information is required in association with high profile events
- Confidentiality is required when dealing with vendors

- Manufacturers require non-disclosure agreements concerning product development that vendors may not be aware of

Safety of Others

- Responsible for all aspects of personal safety and safe practices for all equipment used for campus events
- Implement and enforce safety regulations and procedures concerning use of stage and audio visual equipment on campus
- Responsible for safety of patrons and non-production staff at campus events.

Working Conditions

- Required to work in equipment rooms with a high level of noise and no ventilation.
- Exposure to dust
- Required to work at heights, sometimes requiring the use of fall arrest equipment
- Required to work in busy environment with frequent interruptions
- See Schedule below regarding evening and weekend shifts

Schedule, hours

- Normal hours are determined by the requirements for adequate AV support across campus and can change at any time
- Flexible hours are required with frequent early morning, evening and weekend shifts
- Overtime is required at certain times of year

B. Qualifications

- College diploma or university degree in Electrical/Electronics Engineering, Audio Engineering, or Computer Networking, with two years of experience in the field or equivalent is required.
- Working knowledge of PCs and Macs and basic knowledge of networking is required.
- Ability to meet deadlines and organize time efficiently as well as an ability to thrive in high pressure situations is required.
- Creative problem solving skills, excellent communication skills, the ability to work independently and in a team environment with a wide variety of groups are required.
- A valid driver's license is required.
- CTS (General, Design, and Installation) certifications are desirable.
- Experience in Optics & Photography, digital audio processing, digital media editing and production and programming would be assets.