



JOB INFORMATION

Job Code:	166811
Job Title:	AV Support Engineer
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides a reliable, best-in-class experience for university customers using general-use learning spaces. Drives innovation in audiovisual systems, integration, programming, testing, and documentation, and the deployment of optimized solutions. Enacts system improvements based on system data and customer feedback, and provides technical expertise and Level-3 operational support. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Basic knowledge of network topology, equipment, and capabilities in an AV systems environment, with the ability to design, build, and test AV solutions based on project specifications.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to assess problems and prioritize accordingly based on importance, urgency, impact, and alignment to university objectives.
X		Experience servicing and troubleshooting new and legacy AV equipment. Experience presenting ideas and solutions in non-technical, business-friendly terms, with excellent written and oral communication skills.
X		Strong collaboration and documentation skills, and the ability to develop positive working relationships and strong rapport with team members.
	X	Experience with ServiceNow or similar customer-issue ticketing systems. Experience in higher education.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certified Technology Specialist – Design (CTS-D) or similar certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Delivers and supports complex integrated audiovisual and video teleconference (VTC) system services, and engineers a network of AV/IT assets and data across campus. Ensures proper integration and functionality of all sound, projection, and collaboration capabilities in general-use classrooms, auditoria, and workspaces. Inspects and tests equipment, installing, assembling, repairing, and breaking down as needed.				
Facilitates the collection of usage data for AV/VTC technology solutions. Engages customers and key stakeholders, gathering feedback on the customer experience. Maintains currency with AV/VTC technology, best practices and industry trends. Analyzes problematic data, performs root cause analyses, and identifies and recommends realistic solutions via issue resolution and prevention.				
Provides technical support to customers, partners, and key stakeholders by understanding and resolving customer issues and requests. Follows ITS standards, procedures, and protocols related to the escalation, follow-up, and resolution of issues, problems, and requests. Provides documentation and instruction as needed to optimize frontline service teams and minimize operational problems. Provides advice and guidance regarding the timing of new technology releases, upgrades and installations. Interfaces with vendors to understand innovative products and services, and proposes recommendations on products and services.				
Supports the learning environment team's vision and process improvement efforts. Works closely with team members and management to implement and support effective solutions for AV/IT. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.