



## JOB INFORMATION

Job Code:	166701
Job Title:	AV/IT Solutions Architect (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

## JOB SUMMARY

Designs, develops, and maintains complex, integrated audio/visual and video teleconference systems across the university. Gathers customer feedback on system design and functional specifications, creating leading-edge AV/IT systems that meet current and future teaching and learning needs. 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	Information Science	

### 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		Proven ability to design and support the installation and maintenance of complex, integrated audio-visual systems.
X		Comprehensive knowledge of network topology, equipment and capabilities in an AV systems environment.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience servicing and troubleshooting new and legacy AV equipment, with the ability to assess problems and prioritize accordingly, based on importance, urgency, impact, and alignment to university objectives.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
X		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 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
Builds strong relationships with customers, business partners, and stakeholders from administrative and academic units to understand and anticipate their technology needs in learning and collaborative spaces. Gathers feedback on system designs and functional specifications, and provides recommendations for incorporating stakeholder needs and feedback into AV systems. Communicates freely and shares information with customers, co-workers, and stakeholders. Presents AV/IT solutions focused on business value and grounded in relevant data.				
Drives innovation across campus by designing classrooms, auditoria, and workspaces with leading-edge sound, projection, and collaboration capabilities. Designs integrated AV/IT and video teleconference (VTC) solutions for a consistent, quality customer experience. Researches product developments and provides recommendations for technology investments. Analyzes usage data to continuously improve the customer experience, and maintains currency with new and emerging AV/IT and VTC solutions, installation best practice, and industry trends. Plans for and manages annual upgrade projects in coordination with campus stakeholders.				
Ensures existing AV/IT systems adhere to university and industry standards and regulations. Provides documentation, instruction, and knowledge articles as needed to optimize frontline service and minimize operational problems. Analyzes problem data by performing root causes analysis exercises. Collaborates with stakeholders to resolve issues affecting the customer experience.				
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		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

