



Senior AVIT Solutions Architect (ITS) Job Description

JOB INFORMATION

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|--------------------------|---------------------------------------|
| <i>Job Code:</i> | 166704 |
| <i>Job Title:</i> | Senior AVIT Solutions Architect (ITS) |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | |
| <i>Job Family:</i> | Network Operations |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Responsible for conceptualizing integrated audio, visual, and video teleconference system architecture across the university. Identifies business requirements, creates designs and prototypes, and executes testing activities. Drives innovative AV/IT solutions. Gathers customer feedback on system design and documents functional specifications. Creates leading-edge AV/IT solutions that meet or exceed current and future teaching and learning needs. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> | |
|------------|-------------|-------------------|------------------------------|----|
| 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 | 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

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> | |
|------------|-------------|------------------------|-------------------------|--|
| X | | 8 years | | |
| | X | 10 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 | | Extensive experience designing and supporting the installation and maintenance of complex, integrated audiovisual systems. |
| X | | Vast knowledge of current and legacy AV hardware, and awareness of future AV trends. |
| X | | Experience with space design principles and comprehensive knowledge of network topology, equipment, and capabilities in an AV systems environment. |
| X | | Knowledge of construction, facilities, power, the Americans with Disabilities Act (ADA), and other considerations integrated with and impacting AV/IT solution design. |
| X | | Ability to understand and work with large, complex systems. |
| X | | Experience exhibiting excellent project-management skills in project-based environments, including the ability to develop project scope and costs, report on project status, evaluate project risks, escalate project issues, and manage vendor relationships. |
| X | | Knowledge of AV/IT data analysis and reporting, with proven ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements. |
| X | | Excellent management, leadership, and written and oral communication skills, and the ability to develop positive, collaborative working relationships and strong rapport with team members. |
| X | | Ability to effectively communicate, negotiate and collaborate with individuals and teams across an organization. |
| X | | Ability to generate reports and create presentations, with experience presenting ideas and solutions in non-technical, business-friendly terms to appropriate stakeholders, including leadership. |
| X | | Proven ability to assess problems and prioritize accordingly, based on importance, and urgency. |
| | X | Experience in IT, audiovisual IT, or related fields. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|--|
| | X | | Certified Technology Specialist (CTS), CTS-Design, or equivalent certifications. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Champions the adoption of university and ITS policies, processes, and procedures. Actively works to align AV/IT solutions to university and industry standards and regulations. Identifies recurring problem areas, and coordinates solution implementation. 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. | | | | |
| 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. | | | | |
| 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. | | | | |
| 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 | | | | |

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| 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 efforts, and mobilize other staff members if needed. | | 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 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.