| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 2/1/2022 | PS9770 | PT Technical – West Campus AV/Media Support | FS9964 |

| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| --- | --- | --- | --- | --- |
| ITS | Technology Support Services | Technical 3 | Type here | Choose an item. |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** PTCTU | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [x] 28 Hrs/Week | **Pooled Position:** [ ]  | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
| --- |
| This position provides technical support for all AV Services operations including academic facilities, conference services and special events.  |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
| --- |
| Type here |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
| --- |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 30 | 1 | Work with AV Services Supervisor and full-time technicians to provide technical assistance to users of LCC’s audio-visual equipment and systems at West Campus. |
| 20 | 2 | Performs maintenance and repairs for AV & Media equipment and systems at West Campus, under direction of the FT Video Maintenance Engineer. Hires, trains, and supervises student employees assigned to West Campus AV Operations. |
| 20 | 3 | Troubleshoot/resolve technical issues over the phone and on-site. |
| 10 | 4 | Provide technical support during special events for internal and external customers utilizing LCC facilities. |
| 10 | 5 | Provide consultation and training to LCC faculty and staff in relation to the utilization of LCC’s audio-visual equipment and systems. |
| 10 | 6 | Monitor overall performance of audio-visual equipment and systems to ensure optimal functionality throughout their life-cycle. |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
| --- |
| COMMUNICATION• Organizes and expresses ideas clearly• Communicates effectively• Listens actively• Is timely with informationCOLLABORATION• Solicits the input of the appropriate people to improve the quality and timing of decisions• Understands and supports the need for change• Open to new ideas, perspectives, structures, strategies or positionsTEAMWORK• Ability to work effectively with a diverse community • Models and encourages others to work as a team• Gives and seeks performance feedback• Fulfills commitments to others• Pays attention to the quality and quantity of performancePROJECT MANAGEMENT• Effectively prioritizes work• Focuses energy on critical tasks• Multi-tasks effectivelyLEADERSHIP• Ensures that College policies, procedures and practices are followed• Ability to work effectively with a diverse community• Maintains confidentiality• Ability to inspire confidence and trust in college system usersPROBLEM RESOLUTION• Focuses on objectives and results when considering alternative solutions• Uses logical, systematic approaches to solve problems• Actively identifies and resolves the root cause of technical challenges (lessons learned)CUSTOMER SERVICE• Provides technical customer support to non-technical customers• Elicits feedback from customers to monitor their satisfaction• Strives to meet or exceed customer expectations• Responsive to customer requirements• Empathize with customer experiences• Proactively identifies customer needs• Responds to customer requests in a timely manner• Takes responsibility to resolve customer complaints• Treats customers courteously• Is warm, pleasant and graciousSTRATEGIC THINKING• Identifies opportunities for innovation• Supports and implements new methods and processesORGANIZATION• Arranges information effectively• Multi-tasks towards project completion• Uses resources efficiently and effectivelyTECHNICAL/POSITION SPECIFIC EXPERTISE• Demonstrates broad knowledge classroom media technologies and trends in these technologies• Ability to diagnose and address technical problems in a real-time environment to avoid disruption of scheduled classes and events• Understands the teaching/learning process, how best to support it through the use of media technology, and trends in these areas• Proficient at reading, analyzing, and interpreting common technical journals and industry publications• Stays current in applicable technologies through professional development activities |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
| --- |
| **Required**Some related college coursework required. Relevant experience in an AV service environment, required. Customer service experience required.**Preferred**Associates Degree in computer, electronic or media related field, or equivalent experience preferred. Experience leading the work of others preferred. Previous work experience in an educational environment is desirable. |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
| --- |
| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
| --- |
| Go to the ADA Checklist |

# SIGNATURES



**Supervisor’s Name:** Marc Smyth **Supervisor’s Signature:** **Date:** 2/1/22

**Dean/ELT’s Name:** William Garlick **Dean/ELT’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_2/3/22\_\_\_\_\_

**HR Rep:** Type here **HR Rep Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** FS9770 **Date:** **2/1/2022 Supervisor’s Position #:** FS9964

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  Near acuity (at 20 inches or less when accuracy is essential)

[x]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[x]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[x]  Crawling

[x]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[ ]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[x]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[ ]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[x]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[x]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[x]  Extreme noises