**P O S I T I O N D E S C R I P T I O N**

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| Department: | Information Technology Services |
| Classification Title: | Information Technology Consultant-Career |
| Working Title: | Audio Visual Service & Support Lead |
| FLSA Status:  | [ ]  Non-Exempt [x]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

Under general supervision of the Assistant Director of Infrastructure and Platform Services, this position supports the Information Technology Services (ITS)-Infrastructure & Platform Services group and their interface with other campus systems and services. This position provides leadership and task coordination for the internal technical aspects of Cal Poly’s minor capital construction projects and plays a key role in the successful designing, implementing, and management of the technical aspects of these projects. They are primarily responsible for meeting with both internal and external teams, advising on technical impacts and design, communicating with customers and ITS about overall project information, and managing vendor partners and their deliverables. This position supports enterprise-level systems and other related infrastructure and systems. This position also maintains and supports assigned systems and services to ensure system availability, integrity, and reliability.

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| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

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| **Essential Job Functions** | **Daily 90%** |
| 1. Works with manager and director to ensure outstanding customer service and support.
2. Works with manager to support absence management reporting (manager approves or denies) and to provide performance feedback to support staff evaluations.
3. Leads best practices for security, policy and procedure.
4. Documents work instructions and processes.
5. Ensures service and operational escalation, incident management and lessons learned for service area.
6. Prioritizes and assigns daily work; supports total time accounting.
7. Responsible for work planning, such as work completion, sprint planning, standup meetings.
8. Participates in vendor interaction with manager and director. Assesses vendor proposals and provide recommendations.
9. Fosters ITS values and mentors peers.
10. Provides comprehensive consultative support to enhance the use and access of technology and information systems, with particular focus on IT infrastructure and platform services operations and delivery.
11. Provides the highest level of customer service, collaboration, and consultative relationships with the campus community. Provides support to both technical and non-technical staff.
12. Analyzes and diagnoses technical system issues and needs to ensure issues are resolved promptly; ensures assigned technical services meet user expectations; conducts needs assessments to provide recommendations for changes or improvements to assigned services. Understands and communicates impact of construction decisions, as it relates to IT, to campus constituents, ITS leadership, and impacted ITS teams.
13. Develops Statements of Work (SoW) to define project specific activities for leading and reviewing work of technical vendors, consultants and contractors to ensure contractual agreements are met once the contract is awarded.
14. Ensures users have correct access privileges; applies campus information security policy and standards.
15. Consults and collaborates with functional customers and technical staff to identify and document requirements. Determines and evaluates alternative approaches to meet user needs and recommend optimal solutions.
16. Collaborates with stakeholders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.
17. Collaborates with stakeholders to develop and update campus standards.
18. Provides analysis and technical support of assigned applications, services, tools and systems to ensure minimal downtime and loss of productivity and service; recommends and implements appropriate solutions.
19. Ensures assigned systems and services are properly maintained and fully operational.
20. Analyzes and troubleshoots moderately complex problems involving a combination of hardware, software, and design solutions; troubleshoot errors in system operations and initiate repairs.
21. Analyzes security requirements and implements procedures to meet these requirements.
22. Regularly reviews assigned responsibilities to identify and manage security risks.
23. Works with technical staff to provide construction oversight, monitoring, support and maintenance for technology-enabled learning and collaboration spaces across campus.
24. Oversees vendor technology installations; checks work against plans and standards, ensures technical specifications are met.
25. Maintains infrastructure for monitoring system performance and usage.
26. Prepares and delivers effective formal and informal documentation, presentations and training to a variety of end users.
27. Documents assignment status as required by supervisor, while also developing and delivering technical, user, and business processes documentation and training. Escalates problems, security issues, or unexpected resource requirements as appropriate.
28. Uses available resources to maintain and enhance technical currency.
29. Understands and tracks metrics for assigned systems and services for continuous improvement. Contributes to the development of continuous improvement of workflow and support processes.
30. Maintains records and develops reports for assigned systems.
31. Uses project management tools, ticketing systems and collaboration software to deliver and track assigned tasks and projects.
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| **Related Job Functions**  | **As Needed 10%** |

1. Applies general knowledge of requirements for accessibility and other regulatory compliance where appropriate.
2. Provides training to other employees as needed and provides lead work direction to student assistants.
3. Performs other job-related duties and special projects as assigned.

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| **Required Education, Experience, and Credentials** |

Education and Experience:

* Bachelor’s degree and two years of relevant experience.
* Additional qualifying experience may be substituted for up to two years of required education on a year-for-year basis.

Licenses, Certificates, Credentials:

* N/A

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| **Required Skills, Knowledge, and Abilities** |

1. Demonstrated leadership skill with audio visual design process including but not limited to preliminary assessments, concept creation, design, problem resolution, drawing and specification production, reports, review of technical documents and construction administration.
2. Demonstrated experience with tools for project management, issue tracking, and collaboration.
3. Demonstrated skill translating technological solutions into terms understandable by a variety of users; demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
4. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
5. Demonstrated skill influencing teams to achieve effective outcomes and in fostering positive relationships between team members.
6. Demonstrated experience with vendor management, negotiations, and escalations.
7. Demonstrated experience with network and AV protocols, equipment and systems.
8. Demonstrated skill in providing technical design documentation of audio-visual systems, and related technologies.
9. Ability to complete project assignments with minimal supervision and give support staff directions to complete a project.
10. Demonstrated skill at making sense of complex, voluminous, and occasionally contradictory information with the ability to categorize problems against established patterns and independently apply appropriate methodologies to reach successful solutions.
11. Skilled at building partnerships and working collaboratively with others to meet shared objectives.
12. Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.
13. Excellent communication skills with demonstrated experience using them to collaborate and set expectations with management and colleagues; to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
14. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
15. Strong organizational skills with demonstrated experience successfully and independently identifying and prioritizing work and managing several projects.
16. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, and productive atmosphere within and outside of the University.
17. Ability to establish and maintain effective and working relationships within a diverse population and with those from various cultural backgrounds; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
18. General knowledge of requirements for accessibility and other regulatory compliance.
19. Working knowledge of or ability to quickly learn University infrastructure, software applications, database systems, policies, and procedures.

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| **Preferred Skills and Experience** |

* Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
* Knowledge and practice of the principles of ITIL, Lean, Agile and/or DevOps.
* Knowledge of Division 27 & 28 standards and specifications.
* Experience with Bluebeam and Procore or other construction related management software.
* BICSI Technician Certification. AVIXA-CTS-D/I Certification.

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| **Special Conditions** |

* Ability to safely move equipment up to 50 pounds, with or without assistance.
* Must be able to successfully pass a pre-employment background/fingerprint check.
* This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
* Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.
* May be called back periodically to perform work as needed on an emergency basis.
* Must be able to rotate evening, weekend, and holiday “on-call” hours, and be reached in support of production processing.
* Must be willing to travel and attend training programs off-site.
* The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

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| **INCUMBENT:** I have read this position description and understand its contents. |
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| INCUMBENT NAME | SIGNATURE | DATE |

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| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. |
|  |  |  |  |
| Immediate Supervisor name and title | Signature | Date |
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| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. |
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| department HEAD name and title | Signature | Date |

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| **HUMAN RESOURCES USE ONLY** |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number:  |  |  [ ]  Update Review for File | Classification Title:  |  |
| FTE:  |  |  [ ]  Classification Review | Class Code/Range: |  |
| [ ]  Permanent |  |  [ ]  New Position Recruitment | CBID: |  |
| [ ]  Temporary |  |  [ ]  Replacement Recruitment | MPP Job Code:  |  |
| [ ]  COI Position |  |  | Classifier Initials: |  |
| Recruitment Number:  |  |  | Date:  |  |