

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

ICN AUDIO-VIDEO TECHNICIAN

DEFINITION

This job classification is used only by the Iowa Communications Network and the Department of Public Defense.

Troubleshoots ICN electronic communications systems, including audio-video transmission and diagnosis for conference rooms and/or distance learning class rooms; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Provides timely/accurate response to and prioritization of maintenance requests from the Iowa Communications Network (ICN) Service Desk (NOC) with respect to video conference classrooms.

Prioritizes work orders and/or dispatches from Classroom Desk in ICN NOC at education and administrative agency sites around the state with work orders generally assigned/scheduled for geographic efficiency and to balance various workloads.

Performs field technical diagnostics, maintenance support and repairs on state video conference/classrooms related to audio/video or classroom control equipment; diagnoses and corrects analog audio/video problems within MPEG and IP (Internet Protocol) classrooms with associated equipment (e.g., wiring, or control software and hardware).

Troubleshoots and isolates wiring/termination of cable runs; installs and removes equipment, checks audio/video levels utilizing test sets, validates/repairs switching and signaling equipment, codes, video/data transport systems and assemble/wire out equipment racks or cabinets.

Provides written reports on status of assigned projects as required. Maintain and provide ongoing administrative records including timekeeping, vehicle mileage and maintenance reports, and travel or parts expenditures. Maintains calendar to organize and prioritize work load.

Provides design input on technical aspects of video conference and classrooms for optimal operation; works with both customers and ICN staff members to provide best design solution for customer within cost component. Coordinates maintenance or repair parts of video conference/classrooms with various vendors upon customer request.

Provides training on classroom operations as requested by users or other technicians to insure a high level of security and reliability with respect to classroom equipment; develop and maintain cooperative relationship with, school administrators and agency personnel; coordinate maintenance and repair of audio video conference/classroom equipment to facilitate distance learning and conference room operation.

COMPETENCIES REQUIRED

Knowledge of associated hand tools and physical dexterity with hands.

Knowledge of multipoint video conferencing applications as used with MPEG, ISDN, and IP Video applications.

Ability to maintain and repair audio video conference and classroom equipment to facilitate distance learning and video conferencing around the state.

Ability to lift more than 50 lbs but no more than 100 lbs.

Ability to analyze audio and video problems.

Ability to follow instructions and directions.

Ability to reason logically for troubleshooting.

Ability to work independently without constant supervision.

Ability to organize work/administrative records and prioritize workload.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited two-year college with an Associate of Arts degree in electronics and experience equal to two years of full-time work trouble shooting electronic communications systems that includes audio-video transmission and diagnosis for conference rooms and/or distance learning class rooms;

OR

experience equal to four years of full-time work trouble shooting electronic communications systems that include audio-video transmission and diagnosis for conference rooms and/or distance learning class rooms.

NOTE:

Travel is required for all positions in this class. Employees must maintain a safe driving record to perform duties of the class and be able to arrange transportation to and from the assigned work areas. Some overnights may be required.

Effective Date: 09/12 BR