

USC University of Southern California Job Description

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	
Χ		Bachelor's degree		
	Х	Bachelor's degree	Computer Science	Or
	Χ	Bachelor's degree	Computer Information Systems	Or
	Χ	Bachelor's degree	Information Science	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
Χ		2 years		
	Χ	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
Χ		Proven ability to design and support the installation and maintenance of complex, integrated audio-visual systems.
Χ		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.
Χ		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.
	Χ	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

Other Red	quirements			
Essential:	Emergency Response/Recovery	Essential:	Mandated Re	porter
	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.		telephone or in writing within of the associated job duties, t as a mandated reporter as red and USC's policy at: https://policy.usc.edu/manda	this position qualifies quired by state law
Campus Sec	Essential:			
	the associated job duties, this position qualifies as JSC's policy at: https://dps.usc.edu/alerts/clery/	s a Campus So	ecurity Authority as required	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
Trine 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.