



# USC University of Southern California

## AVIT Facilitator Job Description

### JOB INFORMATION

|                   |  |
|-------------------|--|
| Job Code:         | 166707                                   |
| Job Title:        | AVIT Facilitator                         |
| FLSA Status:      | Exempt                                   |
| Supervisory:      | Manages through subordinate supervisors. |
| Job Family:       | Learning Environments - Technical        |
| Job Family Group: | Information Technology                   |
| Management Level: | 7 Individual Contributor                 |

### JOB SUMMARY

Coordinates the integration and maintenance of leading-edge audio, visual, information technology (AV/IT) and video teleconferencing (VTC) system architecture in classrooms and other assigned locations. Identifies and analyzes business needs, and presents AVIT-based solutions to meet them. Performs root cause analyses, and gathers and analyzes performance data and stakeholder feedback to identify and recommend solutions for recurring problems and business pain points. Builds and maintains strong, collaborative relationships with customers, vendors, and all stakeholder groups.

### JOB QUALIFICATIONS:

#### Education

| Req | Pref | Degree            | Field of Study |
|-----|------|-------------------|----------------|
| X   |      | Bachelor's degree |                |
|     | X    | Bachelor's degree |                |

#### Additional Education

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

☐ Combined experience/education as substitute for minimum education

#### Work Experience

| Req | Pref | Work Experience | Experience Level   |
|-----|------|-----------------|--|
| X   |      | 2 years         | supporting the installation and project management of complex integrated audiovisual systems |
|     | X    | 4 years         | supporting the installation and project management of complex integrated audiovisual systems |

#### 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   |      | Knowledge of current and legacy AV hardware and awareness of future AV trends.  |
| X   |      | Comprehensive knowledge of network topology, equipment, and capabilities in an AV systems environment.  |
| X   |      | Demonstrated ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.  |
| X   |      | Proven ability to assess the criticality of problems and prioritize based on criticality and urgency, in alignment with university objectives.  |
| X   |      | Ability to develop positive and collaborative working relationships and a strong rapport with team members.   |
| X   |      | Experience presenting ideas and solutions in non-technical, business-friendly terms.  |
| X   |      | Ability to collaborate across an organization and effectively communicate or negotiate with others.   |
| X   |      | Strong collaboration, communication, management, and leadership skills.   |
| X   |      | Experience working in a project-based environment and exhibiting excellent project management skills, 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 project management, computer-aided design (CAD), and finance administration software.  |
| X   |      | Extensive knowledge of construction, facilities, power, Americans with Disabilities Act of 1990 (ADA) compliance, and other considerations that impact AVIT solution integration.   |
|     | X    | Extensive portfolio of successful, high-profile implementations.  |

## Certifications

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

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Coordinates the integration and maintenance of leading-edge audio, visual, information technology (AV/IT) and video conferencing (VTC) system architecture in classrooms, conference rooms, auditoria, workspaces, and/or other assigned locations. Manages business requirements, procurement, project timelines, and customer deliverables.   |        |           |          |     |
| Identifies and analyzes business needs, and presents AV/IT-based solutions to meet them. Provides documentation, instruction, and knowledge articles as needed to support solution strategies optimizing frontline service and minimizing operational issues. Works closely with staff and management to identify, implement, and support solutions.  |        |           |          |     |
| Performs root cause analyses, gathering performance data and stakeholder feedback to identify and recommend solutions for recurring problems and business pain points.  |        |           |          |     |
| Builds and maintains strong, collaborative relationships with customers, vendors, and all stakeholder groups. Understands and anticipates stakeholder needs in learning and collaborative spaces.   |        |           |          |     |
| Champions the adoption of university and ITS policies, processes, and procedures. Supports the learning environment team's vision and process improvement efforts. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Maintains currency with technology, standards, and best practices. Support process improvement efforts within the team and across ITS. |        |           |          |     |

## 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 |            | 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, |

## Other Requirements

| <i>Essential:</i>  | <i>Emergency Response/Recovery</i>  | <i>Essential:</i> | <i>Mandated Reporter</i>   |
|--|---|-------------------|--|
|  | 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. |                   | 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |
| <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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a> |   |                   | 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.