



USC University of
Southern California

Senior AV Support Engineer Job Description

JOB INFORMATION

Job Code:	166814
Job Title:	Senior AV Support Engineer
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Works closely with both frontline support teams and audiovisual/IT solution architects to provide reliable, best-in-class experiences for university customers in general-use learning spaces. Supports AV system innovation, integration, programming, testing, documentation and deployment of optimized solutions in line with defined AV/IT architecture and strategy. Reviews system data and customer feedback, directing operational support and providing recommendations for improvement. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information System Management - Network Management	Or
	X	Bachelor's degree	in related field(s)	

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		5 years		
	X	8 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
X		Established knowledge and proficiency in designing networked AV systems, with proven ability to design, build, and test AV solutions based on project specifications.
X		Comprehensive knowledge of network topology, equipment and capabilities in an AV systems environment.
X		Experience servicing and troubleshooting new and legacy AV equipment, with the ability to assess problems and prioritize accordingly, based on importance, urgency and impact.
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.
	X	Experience with ServiceNow or similar customer-issue ticketing systems.
	X	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
Guides the efforts of audiovisual engineers implementing AV solutions. Builds strong, collaborative relationships across campus with customer and stakeholder groups to understand their technology needs in learning and collaborative spaces. Provides recommendations for incorporating stakeholder needs and feedback into AV systems.				
Delivers and supports complex, integrated AV and video teleconference (VTC) systems across campus. Ensures proper integration and functionality of all sound, projection, and collaboration capabilities in general-use classrooms, auditoria, and workspaces. Delivers AV system solutions based on project specifications, drawings, and/or functional requirements. Designs, delivers, and maintains a network of AV/IT assets and data to provide high-quality teaching and learning experiences in the classroom environment.				
Follows ITS standards, procedures and protocols related to the escalation, follow-up, and resolution of technology issues, problems, and requests. Provides documentation and instruction as needed to optimize frontline service teams and minimize operational problems. Implements strategic AV/IT design developed in partnership with AV/IT solutions architects. Maintains relationships with vendors to stay apprised of innovative and upcoming technology innovations.				
Analyzes usage data to continuously improve the customer experience with AV/VTC technology solutions. Analyzes problem data by performing root cause analysis activities. Identifies and recommends realistic solutions for problem resolution and prevention. Maintains currency on AV and VTC solutions, installation and integration skills, and industry trends. Possesses a deeply technical understanding of AV solution technology. Stays apprised on innovative trends and identifies opportunities to implement technologies (e.g., augmented and virtual reality, lecture capture).				
Supports the learning environment team's vision process improvement efforts within the team and across ITS. 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

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