

Class No.:	Staff
Original Date:	June 2024
Revision Date:	January 2025
Pay Group:	20

CLASS SPECIFICATION

AUDIO-VISUAL ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Customer Experience – Desktop/Collaboration Services, Digital Technology Services (DTS), the Audio-Visual Analyst will provide technical work in support of audio-visual technology, systems and processes that are required to support the university community. The incumbent in this position is primarily responsible for analysis, design, and configuration of audio-visual technologies including the support and maintenance. Audio and visual technologies are implemented in classrooms and meeting rooms and include but is not limited to projectors, cameras, displays and screens, and peripheral equipment. This position will contribute to projects and operational support of audio-visual technologies.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Proactively review ticket queues for new tickets pertaining to audio-visual technologies and video conferencing to ensure that the tickets are updated regularly and processed in accordance with service level agreements.
- Collaborate with DTS team members and the university community to identify and gather requirements, perform analysis of requirements, work processes, and system capabilities to facilitate updates, enhancements, and implementation of audio-visual technologies including video conferencing.
- Proactively plan and perform system upgrades and updates required for audio-visual technologies and software (i.e. video conferencing) including analysis, implementation plans, configuration, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.
- Contribute to a standard knowledge management system that can be leveraged by the DTS department.

- Regularly review and update documentation relating to audio-visual technologies and software (i.e. video conferencing) ensuring processes, standards and procedures are maintained.
- Develop and deliver technical training relating to audio-visual technologies and software (i.e. video conferencing) for the university community using different training modalities.
- Provide Tier 2 level support to audio-visual technologies and software to resolve bugs reported by the university community. Seeking to optimize system performance and minimize downtime.
- Installs audio-visual technologies and compatible software across different campuses that host audio-visual technologies and ensure software is compatible.
- Stay abreast of industry trends, technological advancements, and best practices in higher education systems and recommend continuous improvements to audio-visual technologies and software including video conferencing.
- Contributes to an asset and inventory system to maintain accurate asset information and quality control of audio-visual technologies and software including video conferencing.
- Collaborate with cross-functional DTS team members in providing audio-visual technologies and software including video conferencing support.
- Identify potential risks and vulnerabilities in the business systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that audio-visual technologies and software including video conferencing are well protected against unauthorized access, malware, and other security threats.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Working with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Proactively engages with faculty, staff, academic and student community to ensure that these groups are well supported in their digital requirements.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of working with ITSM processes and ITIL framework, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.
- Experience working with audio-visual technologies and video conferencing software.
- Experience with instructional podium configurations, including audio-visual technologies, video conferencing and workstation setup.
- Experience with video conferencing and collaboration software systems such as Zoom and MS Teams.
- Experience with Windows and Mac desktop operating systems, software and associated peripheral equipment.
- Knowledge of software deployment technologies for Windows and Mac hardware.
- Knowledge of enterprise-level IT systems and infrastructure, including Active Directory, and network protocols.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative audio-visual solutions.
- Experience in developing use cases, test plans and test documentation.
- Experience in conducting system testing and documenting test results for evaluation.
- Experience in developing and delivering end user training using different training modalities.
- Experience in writing standard communications for a university community audience using email.
- Experience in developing high quality, clear, concise documentation required for implementation and support.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 2 years of relevant professional experience, preferably in a post-secondary environment, to include experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- Experience in working with ITSM systems such as TDX and ServiceNow
- A technical diploma, or progressive professional experience and a certification in one or more of the following, Extron Control Professional (Level 3); Cisco CCNA; CompTIA A+ (or equivalent).
- Experience in effectively communicating information to different levels within an organization.
- Ability to lift heavy equipment (up to 50 lbs.).
- Driver's license. Preferred but not mandatory.