



MIT Position Description

Job Title: Audio - Visual Specialist	Position Title: Audio-Visual Specialist
Department: Sloan Technology Services	% Effort or Wkly Hrs: 40 hours
Reports to: AV Support Manager	

Position Overview:

A highly skilled audiovisual technician who is able to work independently and proactively in a fast paced, high pressure, and high-profile educational environment. Communicate effectively and professionally with coworkers and clients to execute planned events, solve complex technical and logistical problems, and maintain a high level of customer service and customer satisfaction. Assisting with scheduled and ad-hoc events for the Sloan community at the MIT Sloan Campus.

Principal Duties and Responsibilities (Essential Functions):**

- Work independently, as part of a team, or as the leader of a team to setup, troubleshoot, operate, and strike small and large portable and installed audiovisual systems.
- Work independently, as part of a team, or as the leader of a team to provide support for web-based and hybrid events (meetings, webinars, conferences) including needs-assessment, event planning, technical troubleshooting, and technical support.
- Work closely with manufacturers, vendors, technical support, and other resources to solve complex problems with various audiovisual equipment and systems.
- Operate and support classroom and conference room audiovisual systems and equipment.
- Act as audio and/or video technician operating digital and analog audio mixers, video/computer switchers, laptops, and various peripheral equipment used in AV presentations and events.
- Maintain installed audiovisual systems in classrooms, lecture halls, and conference rooms. Replace consumable items like projector lamps, cables, computer interfaces, and related equipment. Escalate complex problems in installed systems to other department staff or outside services to complete repairs. Act as a resource for future installations and assist in installations as needed.
- Produce accurate documentation of equipment, procedures, and systems.
- Assist with and contribute to the building of audiovisual systems, including rack fabrication, installation, commissioning, and testing, to very high standards of quality, reliability, and usability.
- Utilize specialized and common software for event planning, incident tracking, inventory management, billing management, and communication.
- Perform routine maintenance and inventory of portable and installed audiovisual equipment and systems.
- Provide camera control and monitoring of video and audio of recorded and live streamed events
- Work closely with administrative staff to ensure proper billing for services.
- Instruct end-users and other staff on the features and operation of installed and portable audiovisual systems and components.



Proactively and consistently work to gain knowledge of existing and emerging audiovisual technologies and act as mentor and trainer for other staff.

Schedule

- This position requires a variable start time to cover required regular evening and weekend work. A typical schedule is a 40-hour work with 5 weekdays 7:00am-4:00pm. (Evening 2:00 -10PM)
- Weekend work is required to support special events and EMBA class sessions. EMBA course schedule is located at <https://emba.mit.edu/program-details/program-schedule/>.
- This position works with the Manager of AV Support Services to adjust their work schedule to accommodate the EMBA and other special events with at least two weeks of advanced notice.

Competency in the operation of various measurement and diagnostic tools and equipment such as multimeters, video/audio test and signal generators. The ability to demonstrate proficiency in soldering skills and safe use of selected hand and power tools used in the audiovisual industry. Has High-Level Knowledge of one of the following technology categories as well as a working proficiency of the other categories as they relate to event support and/or audiovisual system installation:

Category: Video and Display Technology

- Crestron control systems, Extron and Crestron interfaces, touch panels, matrix switchers, scalers, and other components used in video signal path
- Video technologies including LCD, DLP and Laser video projection, HD flat panel displays and video walls
- Ability to quickly diagnose problems and solve issues in complicated video signal paths
- Ability to set up, operate, and troubleshoot video cameras and web cameras for recording, streaming, and/or web-conferencing applications
- Ability to use video patch bays, scalers, splitters, and other peripherals to route signals
- Video signal standards such as Y/C (S-Video), VHS, PAL, ATSC, NTSC, SECAM, RGB, composite (CVBS), component, HDTV/SDTV, VGA, XGA, UXGA, HDMI, SDI, and other analog and digital standards
- Familiar with industry standard installed and portable mounting and stacking systems for projectors and displays
- Functional knowledge of Video-over-IP Technologies

Category: Audio Technology

- Audio gain structure, equalization, and audio signal flow
- Various types of wired microphones and wireless microphone systems, including analog and digital systems
- Analog and digital audio systems, including analog and digital audio mixers, analog and digital audio snakes, and other analog and digital audiovisual technologies
- Portable and installed sound systems, and ability to setup, troubleshoot, and operate small and large portable and installed sound systems
- Ability to setup multiple types of audio mix configurations for live and studio events
- Ability to use audio patch bays to route signals
- Audio recording technologies, file formats, simple editing, burning of audio compact discs, and file transfers
- Providing sound reinforcement of speech and musical performances of various types including World, Jazz, Rock, and Pop



- Audio-over-IP technologies, such as Dante

Category: Computer and Web Technology

- Use of Windows and Mac operating systems
- Skill in interfacing computers with various displays and/or audiovisual systems and components
- Demonstrate deep understanding and proficiency using presentation software, such as Microsoft Office, Keynote, etc.
- Experience using video recording and web conferencing platforms, such as Zoom, WebEx, and Panopto, etc.
- Proficiency in file transfer and interfacing computers with external hard drives and peripherals
- Experience using incident tracking systems such as ServiceNow.
- Understanding of TCP/IP and FTP

Physical Requirements:

Must be able to lift 40lbs. Must be able to utilize various tools for maintenance and/or repair of audiovisual equipment.

Candidates for the **Audiovisual Specialist** positions will:

- Maintain high standards of professionalism, personal integrity, safety, and ethics.
- Be team oriented, flexible, and have good customer skills.
- Work effectively with co-workers and clients and communicate effectively and professionally.
- Demonstrate tactfulness and responsibility, maintain silence regarding confidential information, make decisions based on personal judgement and verifiable criteria.
- Perceive and disseminate details in a variety of written materials.
- Understand and apply proper industry terminology and methods.
- Work well with others.
- Work independently as a leader of a team and as part of a team to strategize and solve complex problems under pressure and with great attention to detail.
- Be highly accountable, punctual, responsive, and have a reliable method of transportation.

Supervision Received:

- Reports to the Manager of AV Support Services

Supervision Exercised:

- Assists Non-Sloan AV staff that are supporting events on campus
- Coordinates with vendors that may be performing work at MIT Sloan

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

Graduation from high school required. Completion of two or four-year college program or technical school curriculum in audio, video, or electronics disciplines preferred. Minimum of four years of experience in corporate, education, or event production audiovisual work preferred. A combination of education and experience considered.



PREFERRED EDUCATION AND EXPERIENCE:

Education

- Bachelor's degree in Audio Visual or Information Technology field;
- AV related certification such as CTS
- Educated in ITIL best practices and experience applying

Certifications:

Audiovisual industry certification or training (AVIXA CTS, CTS-D, CTS-I) preferred. Other industry and manufacturers certifications and training considered.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.