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## MIT Job Description

<b>Job Title: Senior Audio - Visual Specialist</b>	<b>Position Title: Sr. Audio-Visual Specialist</b>
<b>Reports to: Manager of AV Support Services</b>	<b>% Effort or Wkly Hrs: 40</b>
<b>Department: Sloan Technology Services</b>	

### **Position Overview:**

The Sloan Senior Audio-Visual Specialist provides on-site technical support and repair services for Sloan's advanced AV-equipped spaces, to ensure events are successful in their use of AV technology on campus. Responsibilities include performing daily checks of AV systems, triaging support tickets, monitoring and supporting AV events, documenting and resolving equipment failures internally or through vendor partners. This position has a variable start time to cover required regular evening and weekend work to support the Executive MBA program and evening courses with both with AV and desktop support. Works independently and proactively in a fast paced, high pressure, and high-profile educational environment. Must be team oriented, flexible, and have excellent customer skills. Works on high profile classroom support and special event audio visual productions.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

- Standard AV Support and Repairs
  - Performs daily AV checks and remediation of AV systems
  - Diagnoses, documents and reports AV equipment failures
  - Performs troubleshooting, workarounds and AV Repairs, including evenings
- Sloan-specific AV Support
  - Triage support tickets daily using workflow management system (ServiceNow)
  - Coordinates and provides backup for events that require dedicated AV technicians
  - Assists in managing key AV systems (Monitoring and scheduling software, Video Recording and conferencing tools)
  - Consults with clients and plans for the technical implementation of AV
- Weekend Support for Executive MBA Program
  - Provides AV Monitoring and Support during EMBA weekends
  - Assists in scheduling and technical planning for events
  - Provides desktop support to students (PC/Mac)
- Maintains Inventory for AV Equipment
  - Responsible for maintaining AV inventory and its stored location (AV closets)

### **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 shifts per week (1pm -9:30pm).
- 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.

### **Supervision Received:**

- Reports to the Manager of AV Support Services

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## **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:***

A highly skilled audio-visual technician with a minimum of six to eight years of AV experience who is able to work independently and proactively in a fast paced, high pressure, and high-profile educational environment. Must be team oriented, flexible, and have excellent customer skills.

Has mastery of one of the following categories as well as a high level of knowledge of the other category as they relate to event support:

### **Video and Display Technology:**

- Detailed knowledge and understanding of Crestron control systems, Extron interfaces and matrix switchers, and other components used in video signal path.
- Deep knowledge and understanding of implementing various display technologies.
- Knowledge of emerging video technology including Laser illuminated projection, HD Base-T, AV over IP, UHD flat panels and video walls.
- Keen ability to diagnose trouble spots at all points in video signal path.
- Ability to set up, operate, and troubleshoot video cameras.
- Understanding and ability to use video patch bays to route signals.

### **Audio Technology:**

- Deep understanding of audio gain structure, equalization, and microphone technology including wireless systems.
- Detailed knowledge of portable and installed sound systems.
- Deep knowledge of audio recording technology, file formats, simple editing, compression, and streaming.
- Strong knowledge of the fundamentals of sound reinforcement and audio for conferencing and distance learning including technologies such as anti-echo, automated mic switching and beam forming microphones.

Also, must have the following skills and abilities:

### **Video Streaming and Conferencing Technologies**

- Experience scheduling and supporting video recording and streaming platform such as Mediasite, Panopto, Yuja, or equivalent.
- Experience using and supporting web conferencing technologies such as WebEx, Zoom, Blue Jeans, etc.
- Experience using and supporting video conferencing codecs such as Cisco.

### **Computer:**

- Intermediate skill on Windows and Mac operating systems.
- Proficiency in interfacing computers with various displays.
- Good understanding of Microsoft Office particularly PowerPoint presentation software.
- Proficiency in file transfer and interfacing computers with external hard drives and peripherals.
- Understanding of TCP/IP and FTP.
- Familiarity with audio/video/control Interface software such as audio DSP, Crestron toolbox, SIMPL workshop, etc.

### **Relationship Management/Customer Service**

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- Strong demonstrated skills in building and maintaining stable working relationships with faculty, staff and students
  - Experience providing direct technical customer support on the phone, online, and in person, including use of a ticketing or work tracking system.
  - Excellent demonstrated client-facing oral and written technical communications skills. A positive, responsible and cooperative customer service attitude
  - A high degree of professionalism, diplomacy and sensitivity to the needs of the academic/staff community
  - Possess a professional work ethic and a willingness to maintain and increase applicable knowledge and skills

### **Physical Requirements:**

Must be able to lift 40lbs. Must be able to utilize ladders and/or mechanical lifts for maintenance of audio-visual equipment installed in overhead environments.

### **Education:**

Graduation from a two or four-year college degree program in Audio Visual or Information Technology field required.

### ***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

#### **Technical Skills**

- Minimum of 6 years of experience providing AV technical support with a minimum of 2 years in a higher education environment
- The ability to demonstrate proficiency in soldering skills and safe use of selected hand and power tools used in the audio-visual industry is preferred.

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job 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.