

## **AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN**

### **COLONIAL INTERMEDIATE UNIT 20 POSITION DESCRIPTION**

**TITLE:** Audio-Visual/Microcomputer Technician

**CLUSTER:** Three

**QUALIFICATIONS:** Formal training of two years beyond high school in the electronics field.

A+ Technical Certification

Three years of on the job electronic repair experience.

Knowledge of advanced theory of electricity, elementary physics, and an understanding and working knowledge of mechanics.

A familiarity with a wide variety of instructional support equipment such as videotape recorders, camcorders, televisions, etc.

A working knowledge of MS-DOS, MAC, and WINDOWS based personal computers and their peripherals.

Must hold a valid current Pennsylvania driver's license.

Must have the ability to understand and follow oral and written instructions.

Must be able to take suggestions, directions, and criticism relative to procedures and policies as outlined by the Director of Curriculum and Technology Services.

Must be able to lift 50 pounds.

**REPORTS TO:** Director of Curriculum and Technology

**LOCATION:** Intermediate Unit 20 Central Office

**JOB GOAL:** Repair and maintain a wide variety of audio-visual and microcomputer equipment used to support teachers and administrators.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Diagnoses of malfunction(s) on audio-visual equipment and/or microcomputer equipment have been established and the repairs on both mechanical and electronic problems have been performed, and parts or components have been replaced as necessary. **(40 points)**
2. An inventory of spare parts and supplies has been maintained. **( 5 points)**
3. A record keeping system to keep accurate records on repairs performed, charges, parts used and services performed has been maintained. **( 5 points)**
4. A consultation with school district personnel on the condition of audio-visual and microcomputer equipment and repairs has been made. **( 5 points)**
5. Maintenance work to provide or restore service with a minimum of delay has been planned. Practical suggestions have been made to reduce maintenance costs and suggestions for changes to improve operation and facilitate work trades knowledge have been made. **(25 points)**
6. Staff member functions well in a multi-technician service department, as a team member and offers assistance to fellow staff members in a way to enhance department productivity and harmony. **(10 points)**
7. Professional contributions have been made to the achievement of all Intermediate Unit and department goals in support of the vision and mission of the Intermediate Unit. **(10 points)**

## **OTHER MAJOR DUTIES AND RESPONSIBILITIES**

1. Assist the Technology Department in the resolution of in-house microcomputer hardware and software problems.
2. Research and learn new technologies.
3. Attend staff meetings and serve on staff committees as required by the Director of Curriculum and Technology Services.
4. Assume responsibility for materials, equipment, and facilities.

5. Respond positively to supervision and suggestions for improvement.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by their supervisor.

## **TERMS OF EMPLOYMENT**

1. Salary and work year to be established by the Board.

In accordance with state and federal law, reasonable accommodations will be considered upon employee request.

**6/09**

## AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN

### Standards of Performance

**2008-2009**

The Audio-Visual/Microcomputer Technician will report to and be responsible to the Director of Curriculum and Instructional Services.

The standards of performance of this position are:

1. Diagnoses of malfunction(s) on audio-visual equipment and/or microcomputer equipment have been established and the repairs on both mechanical and electronic problems have been performed, and parts or components have been replaced as necessary. **(40 points)**
2. An inventory of spare parts and supplies has been maintained. **( 5 points)**
3. A record keeping system to keep accurate records on repairs performed, charges, parts used and services performed has been maintained. **( 5 points)**
4. A consultation with school district personnel on the condition of audio-visual and microcomputer equipment and repairs has been made. **( 5 points)**
5. Maintenance work to provide or restore service with a minimum of delay has been planned. Practical suggestions have been made to reduce maintenance costs and suggestions for changes to improve operation and facilitate work trades knowledge have been made. **(25 points)**
6. Staff member functions well in a multi-technician service department, as a team member and offers assistance to fellow staff members in a way to enhance department productivity and harmony. **(10 points)**
7. Professional contributions have been made to the achievement of all Intermediate Unit and department goals in support of the vision and mission of the Intermediate Unit. **(10 points)**

## **AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN**

### **Standards of Performance**

1. Diagnose malfunctions on audio-visual equipment and computers and perform both mechanical and electronic repairs, replacing parts and components as necessary. (40 points)
  - 1.1 Diagnose and repair central office equipment
  - 1.2 Diagnose and repair field staff equipment
  - 1.3 Diagnose and repair equipment of schools with CIU20 contracts
  - 1.4 Record contractual repairs in Technical Repair Services database
  - 1.5 Research and learn new technologies
  - 1.6 Update staff with repair status of equipment
  - 1.7 Maintain technical certifications

## **AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN**

### **Standards of Performance**

2. Coordinate and Implement help desk services to CIU20 staff. (5 points)
  - 2.1 Check the help desk website for new tickets multiple times throughout the day
  - 2.2 Prioritize service tickets by order received while keeping in the criticalness of needs for the requestor
  - 2.3 Ask the requestor for more information if necessary
  - 2.4 Plan details of maintenance work to provide or restore service with a minimum of delay
  - 2.5 Perform repairs required to resolve the problem in an acceptable amount of time
  - 2.6 Make practical recommendations to reduce maintenance costs and improve efficiency of help desk
  - 2.7 Update staff with repair status of equipment
  - 2.8 Close ticket and e-mail requestor a summary of repairs completed
  - 2.9 Document the solution to the problem in detail so it may be referenced in the future

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### **Standards of Performance**

- 3, Schedule and implement a maintenance program for audio-visual and computer equipment (5 points)
  - 3.1 Perform regular maintenance on computer/AV equipment
  - 3.2 Set and keep to a regular maintenance schedule
  - 3.3 Record every repair in Technical Repair database
  - 3.4 Make sure that repairs get charged to the appropriate department
  - 3.5 Maintain an inventory of spare parts and supplies

## **AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN**

### **Standards of Performance**

4. Setup and provide assistance for setting up equipment for conferences and meetings  
(5 points)

4.1 Setup AV/Computer equipment when requested

4.2 Setup all videoconferencing equipment when requested

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### **Standards of Performance**

5. Make professional contributions to the achievement of all Intermediate Unit and department goals in support of the vision and mission of the IU. (25 points)
  - 5.1 Professional goal(s) for the year as identified in consultation with the Director of Curriculum and Technology Services are achieved
  - 5.2 Initiative is taken to update the Coordinator of Administrative Computing Services on a weekly basis on progress, problems, and potential opportunities through required reports, meetings, and email communications
  - 5.3 Due dates for projects and assignments are consistently met
  - 5.4 A willingness and initiative to assume additional responsibilities when requested is exhibited
  - 5.5 Contributions are made to the intermediate Unit Curriculum and Technology Team's functions and goals
  - 5.6 Assistance is provided in implementing the Intermediate Unit Technology Plan
  - 5.7 Reports and data are provided as requested by the Director of Curriculum and Technology Services
  - 5.8 Attend staff meetings and serve on staff committees as required by the Coordinator of Administrative Computing Services
  - 5.9 Respond positively to supervision and suggestions for improvement
  - 5.10 Relate positively to administration, staff, and the public
  - 5.11 Maintain equipment, supplies, and work area in a safe, clean, and orderly condition

## **AUDIO-VISUAL/MICROCOMPUTER TECHNICIAN**

### **Standards of Performance**

6. Satisfactory performance in respect to the essential functions and duties of this position for Audio-Visual/Microcomputer Technician will be attained when:
  - 6.1 A positive attitude is maintained within the department toward the program and services offered.
  - 6.2 A willingness to share work is exhibited when other technicians are behind in their work schedules.
  - 6.3 Assistance is offered to fellow repair technicians in a positive manner.

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### **Standards of Performance**

7. Satisfactory performance in respect to the essential functions and duties of this position for Audio-Visual/Microcomputer Technician will be attained when:
  - 7.1 Professional goal(s) for the year as identified in consultation with the Director of Curriculum and Technology Services are achieved
  - 7.2 Initiative is taken to update the Director of Curriculum and Technology Services on a weekly basis on progress, problems, and potential opportunities through required reports, meetings, and email communications
  - 7.3 Due dates for projects and assignments are consistently met
  - 7.4 A willingness and initiative to assume additional responsibilities when requested is exhibited
  - 7.5 Contributions are made to the Intermediate Unit Curriculum and Technology Team's functions and goals
  - 7.6 Assistance is provided in implementing the Intermediate Unit Technology Plan
  - 7.7 Reports and data are provided as requested by the Director of Curriculum and Technology Services

## **Goals 2008-2009**

1. Increase knowledge of networking, in particular, Active Directory, by attending trainings. In turn, he will be able to provide better service to central office staff and field staff.
2. Improve the efficiency of the help desk database by researching ways to categorize the severity of each case and respond to each case in priority order.