Associate AV Installation & Support Specialist
Tufts University

Job Title	Associate AV Installation & Support Specialist
Department	
Institution	Tufts University
	Medford, Massachusetts
Date Posted	Nov. 20, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Research/Technical/Laboratory
Job Website	https://jobs.tufts.edu/jobs/20929?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on our website.

What You'll Do

The Associate AV Installation and Support Specialist is primarily responsible for assisting in installations of AV systems that are being done internally at Tufts University as well as providing effective Tier 2 support, and preventative maintenance: for

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classroom and lab technology; digital and analog audiovisual/multimedia systems; event and meeting space technology; conferencing and collaboration services (e.g. video, web, and teleconferencing); and lecture and content capture services. In addition to supporting this suite of services, the position will also provide Tier 1 and Tier 2 services for academic spaces, meetings and events as a backup to regular AV staff. As desktop and audiovisual/multimedia solutions continue to converge, the role is also expected to provide Tier 2 frontline support for end user desktop (Windows and Mac), software, and other technology services. The position will regularly create and update both end-user facing and internal technical documentation.

This position has a work designation of onsite and is not eligible for remote work. While the position will primarily be supporting one of the campuses as defined in the hiring documentation, occasional travel between the 4 campus areas and affiliated sites (e.g. Walpole Vets, Tufts Veterinary Field Service) may be required. As a customer-facing organization, we expect all technology support team members to represent TTS to our client population in a professional manner. As such, the expectations of TTS is that you will wear business appropriate, professional attire that is clean, neat, and work appropriate.

Internally assist in installation projects:

- Assist in Installing, commissioning and training users on AV systems in classrooms, meeting rooms, and other locations within the University system.
- Collaborate with the Design and Installation team on actual day-to-day user use of AV and other classroom technology systems.
- Ensure that the canonical inventory of installed equipment is kept current at all times.
- Assist the management team in keeping the canonical list of room features updated for the Registrars.
- Coordinate with TTS Documentation and Training, ensuring that user-facing documentation is created during project closeout.
- As part of a project team, assist with third-party commissioning of systems. Perform acceptance trials, verifying commissioning reports.
- Assist with product and technology demonstrations, evaluations and research as required.

AV system maintenance:

- Serve as the first-level escalation point for break/fix and service-affecting issues with AV systems throughout the University system. Elevate as needed to more senior level installers.
- With the team of Multimedia Support Specialists, provide routine service-checks and preventive maintenance on AV systems.
- Maintain the inventory of spare equipment, ensuring that stocking is such that expected repairs can routinely be covered with equipment on-hand.
- With Multimedia Support Specialists, deploy temporary systems while break/fix is ongoing to ensure continuity of support.
- Perform routine firmware updates and program changes as part of a system-wide maintenance cycle.

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- Assist other groups within TTS with the maintenance, updates to and upgrades of classroom computers.
- Ensure that inventory and documentation are updated as changes occur.

General AV support:

- During peak periods and for events when required, provide classroom, meeting, and event support. This may include:
    - Load in, set and operate projection equipment, cameras, sound systems, and other equipment for meeting and event support.
    - Monitor and assist with operations of online meetings in Zoom, Webex or Teams.
    - Provide emergency Tier 2 support in classrooms or meetings if possible seeking guidance as needed.
    - Assist as part of a team with "all-hands" events such as University commencement.
    - Act as a peer trainer for other AV staff on systems, configuration software, etc.
    - Provide vacation and other coverage as necessary for AV staff. Familiarity with systems on all campuses.

What We're Looking For

Basic Requirements:

- The knowledge and skills that are typically acquired through a High School diploma and 3 years of experience in the installation and maintenance of audiovisual/multimedia systems.
- Direct experience with installation and maintenance of 4 or more of the following technologies:
    - Hardware-based videoconferencing systems.
    - Video camera systems, including SDI and RTSP. Experience with NDI is a plus.
    - Wall-mounted video monitors.
    - Video projection systems.
    - Distributed audio systems.
    - Beamforming microphones.
    - HDBaseT and USB over CAT extension.
    - Extron DSP configuration.
    - One or more of the following certifications:
    - AVIXA-Recognized AV Technologist
    - Dante Certification Level 2
    - Extron Control Specialist
    - Biamp TesiraForte
    - Strong understanding of TCP/IP networking, including networking protocols and standards.
    - Strong technical troubleshooting and resolution skills with demonstrated ability to learn new skills quickly.
    - Strong communication, collaboration, organizational and time management skills including the ability to multi-task, prioritize, and independently manage a changing workload and schedule in a wide variety of settings and situations.

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○ Proven ability to perform well under stress when confronted with emergency, critical or unusual customer situations. Ability to maintain a strong sense of urgency. Appropriate use of judgment as to when to escalate difficult situations or seek guidance.
○ Demonstrated ability to deliver professional customer service effective team and project work.

Preferred Qualifications:

- CTS certification, CTS-I certification is a plus.
- Experience using Extron's Global Viewer Enterprise AV resource management system.
- Experience with video/audio recording, capture and editing, web streaming and video recording technologies and support.
- Experience performing minor bench repairs on media presentation and production equipment.
- Experience delivering tier 1-2 desktop support to end users in a mixed Windows and Mac environment
- Experience with LDAP, DHCP, DNS and TCP/IP configuration.

Pay Range

Minimum $26.70, Midpoint $31.80, Maximum $36.80

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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