

JOB TITLE: Audio Visual Multimedia Technician
PAY GRADE: CL 24
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, ensures the continuous and efficient operation of District audio visual, multimedia, and teleconferencing equipment; installs, configures, and maintains networked computer workstations for smart podiums, equipment and peripherals used in audio visual and multimedia applications, projectors, large format displays and TVs, speakers, microphones, and related equipment and software; participates in installations and configurations; assists with maintenance of server hardware and software for local networks governing data communications among computers and networked devices; and provides technical support and service functions related to computer hardware and software, data communications, and connectivity.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Designs and programs software suites for network controlled classroom equipment; follows systems development life-cycle techniques to isolate problems from symptoms; determines alternatives and implements solutions, including, but not limited to, configuring system control layouts and functions, monitoring software and equipment status, and assisting with the creation of system usage policies; configures and assigns Internet Protocol (IP) addresses, Virtual Local Area Networks (VLANs), and gateways to networked control devices.
2. Receives and resolves applicable service desk tickets; documents actions taken; forwards service tickets to appropriate technology staff.
3. Provides technical assistance to District staff and students on the use of audio visual and multimedia equipment, computers, and software, including remote access, equipment check-out procedures; and use of peripheral and audio visual equipment; works with user community to improve instructions and training for multimedia system functionality; documents, updates, and edits user manuals for use of multimedia equipment; assists and advises users of the appropriate equipment to facilitate needs.
4. Maintains smart classroom and podium server, databases, and version control; programs proprietary software packages to configure smart classrooms and podiums for system set-up; designs, installs, and maintains multimedia smart podium equipment, including projectors, large format displays, speakers, microphones, and networked equipment control devices; participates in installing and configuring upgrades to existing smart classroom and podium networks.
5. Troubleshoots and performs technical computer repairs of audio visual and multimedia equipment and peripherals, projectors, large format displays and TVs, and related equipment, including identification and replacement of components; participates in troubleshooting network hardware and operations problems, including connectivity, internet access, and file servers.

6. Participates in installation and configuration of networked equipment control devices, including computers, audio visual switchers, data switches, peripheral communications equipment, network, and software. Schedules, delivers, sets up, retrieves, and ensures proper function of audio visual and sound equipment used in classrooms, meetings, activities, and events; checks equipment out and in.
7. Assists with writing bid specifications for audio visual and multimedia system acquisitions; makes purchase recommendations and reviews purchase requests; recommends standards for equipment related components.
8. Provides common troubleshooting techniques and practices utilizing various applications, networked resources, and physical tools for applicable equipment, devices, and systems.
9. Installs, configures, and maintains teleconferencing systems; operates data and image transmission devices, cameras, conferencing hardware, telecommunications devices, codecs, microphones, and audio mixers.
10. Confers with contractors and service providers to ensure compliance with District specifications; reviews blueprints and schematics to evaluate adequacy of specified material and supplies.
11. Makes cable connections for ethernet, audio, and video equipment on jacks and terminals; makes cross connections, tags, or marks cable designation strips, and jacks; installs and sets data lines.
12. Configures audio visual and multimedia software and equipment in compliance with Americans with Disabilities Act (ADA) regulations and standards.
13. May assist in monitoring local and area network usage and performance; confers with system administrators and networking specialists regarding problems.
14. May assist in monitoring local and wide area network usage and performance; confers with system administrators and networking specialists regarding issues.
15. May provide onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
16. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Electronic, mechanical, and configuration best practices, procedures, and technical standards for installation and maintenance of computers and analog and digital audio, video, including Digital Multiplex (DMX) stage lighting and multimedia equipment and systems.
- Computer operations, including the relationship and usage of input and output components, business and education support software, and terminology.
- Computer operating systems and local area networks and protocols, including TCP/IP, VLANs, Serial, Ethernet, Dante, and Access Control Lists.
- Programming using systems development life-cycle techniques using programming languages, including Python and proprietary software.
- Principles and practices used for live sound systems and set up, including use and placement of microphones and speakers, patching of audio signal paths, use of processing equipment, audio mixing principles, sound amplification, and live event production.
- Electronic and electrical theory and practices, including low voltage electrical design, installation, and maintenance.
- Federal, state, and local laws, codes, and regulations regarding support of District technology systems, networks, and software, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Basic research methods and techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform technical and operational duties to support audio visual and multimedia equipment, peripherals, systems, and software, including analysis, design, configuration, maintenance, troubleshooting, and operation.
- Install, configure, and troubleshoot networked computer workstations, peripherals, components, systems, and software, including connecting interface cables and connections.
- Evaluate, design, plan, and perform smart podium and other audio visual cable plant installations.
- Fabricate and connect interface cables and connections between computers.
- Demonstrate strong analytical and problem-solving skills and follow procedures and resolve issues.
- Set up and configure video, audio, and multimedia equipment.
- Read, interpret, and apply technical information including architectural, engineering, electrical, and equipment blueprints and schematics.
- Provide group and individual instruction and training.
- Document technical procedures and processes.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including those used with audio visual and multimedia equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Coordinate with staff and others to minimize delays or interruptions to District activities.
- Respond to emergencies promptly and professionally.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work in computer science, electronics, mechatronics, or a related technical field.

Experience

- Two years of experience working with audio visual equipment and setup of networked computer workstations and providing computer technical support.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.
- Appropriate lift and ladder training.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in both indoor and outdoor environments; travel from site to site; exposure to noise, dust, fumes, noxious odors, and all types of weather and temperature conditions; exposure to electrical energy. Position may be required to work evenings, nights, and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an indoor and outdoor environment; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, climb, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office and audio-visual equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025