
Job Title:	Presentation Technologies – Audio Visual Senior Systems Expert
Department:	Information Systems and Technology
Reports To:	Manager ITMS Presentation & Media Production Technologies (P&MPT)
Jobs Reporting:	None
Salary Grade:	USG 10-12
Effective Date:	March 2023

Primary Purpose

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning facilities and to offer technical assistance and services to help enhance course content and delivery in the classroom, online, and across campus facilities.

Within ITMS, the Audio Visual Senior Systems Expert is responsible for the evolution and support of sustainable technical infrastructure for the University's many and varied presentation technologies systems. These systems have a high impact on daily campus instructional and administrative activities. Having a wide breadth of experience across the multiple facets of the audio visual industry, the incumbent is responsible for providing campus expertise and evolution of the infrastructure, maintenance, and support model of instructional services in all areas of presentation technologies, as identified by the Manager, P&MPT. The Audio Visual Senior Systems Expert participates in on-going activities relating to the design, procurement, implementation, and support of integrated, independent, and hybrid presentation systems on campus, ensuring their ongoing efficacy and success. The incumbent provides the Manager P&MPT, departments, and faculties with the forecasting, activity/project status, and industry insight necessary for decision making in regards to these technologies and their instructional impacts. The incumbent may be assigned supervisory duties, or direct reporting of junior staff.

Key Accountabilities

The extent of the accountabilities listed below are dependent upon the incumbent's competency level, as outlined in a separate document.

Integrated Audio Visual Systems Design

- Develop fiscally viable solutions, from concept to implementation and support, to meet the needs of the University's presentation technology systems.
- Acts as the senior point of contact for presentation technology design activities.
- Drafts and implements standards relating to the implementation, installation, monitoring, and maintenance of presentation technology systems.
- Oversees the design, programming, and implementation efforts of the Presentation Technologies Specialists within ITMS.
- Provides regular reports on all new and active design projects to the Manager.

Systems Development, Programming and Integration

- Performs programming, testing, debugging and commissioning to ensure systems meet the user experience requirements.
- Develops technologies as needed for the integration of presentation technology systems.
- Produces prototypes, oversees testing and implements changes, as required.
- Develops software and hardware solutions relating to presentation technologies.
- Works with campus groups to develop and integrate presentation technology solutions for assessed individualized needs.
- Works with technical staff (Plant Operations, IST, network services, etc.) to develop and integrate presentation technology systems.
- Takes responsibility for providing technical direction in strategy formation, technology evaluation, requirements analysis, solution design, as well as system development, testing, implementation, documentation, and deployment.
- Consults with facility administrators in academic and academic-support units to provide advice on how they might best use technology and products in areas of specialization and builds best practice awareness.
- Consults and liaises with industry personnel including technical engineering teams and industry representatives

Technical industry Expertise

- Evaluates system performance and improves the effectiveness and efficiency of presentation technologies facilities, functions, and user work-flow processes through the creative application of leading-edge knowledge of information and presentation technologies.
- Possesses and provides expert technical knowledge regarding all aspects of AV related systems, and integrated sub-systems (such as audio visual based systems, lighting sub-systems, control sub-systems, network sub-systems).
- Provides expert senior level installation and programming skills for presentation technology systems.
- Must be able to actively perform the roles of any of the Presentation Technologies Specialists.
- Oversees the technical installation, configuration, and programming efforts of the ITMS Presentation Technologies Specialists.
- Remains technically proficient with current and emerging technologies and trends
- Provides regular reports and statistics to the ITMS P&MPT manager.
- Performs other duties as assigned by the ITMS P&MPT Manager.
- The Systems Expert maintains familiarity with, complies with, and promotes industry standards, and the University's policies and its directives related to presentation technologies.

Relationships and Stakeholder Management

- Provides day-to-day technical guidance, work coordination, prioritization, mentoring, and job supervision for Presentation Technologies Specialists.
- Works closely with other departments and groups such as Procurement, Plant Operations, research teams, administrative and faculty leadership, and external contractors

- Works collaboratively with departments and stakeholder groups on campus to build consensus and conformance on designs, standards, configurations, and support models for specific projects and across the University in general.
- Understands activities and workflows that make use of presentation technologies, ensuring continued compliance with the needs of the University
- Builds strong relationships with industry vendors and with similar roles in other higher education institutions

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent post-secondary education and/or experience required.
- Significant industry experience required.
- Relevant technical/industry education and certifications required.
- Valid provincial driver's license.

Experience

The Audio Visual Senior Systems Expert will have been in the industry for many years of escalating expertise, exposure, and accountability to the technologies typical to their field. They will have accumulated a specialist body of knowledge and certifications, culminating in becoming a subject matter specialist across multiple disciplines, from project management to business acumen, to technical specializations.

- Minimum of 3 years of experience in the field, including programming and some design
- Experience with implementation, testing, commissioning, monitoring and managing the evolution of collaboration technologies.
- Experience managing multiple projects and services

Knowledge/Skills/Abilities

The career path competency table is the base from which the following knowledge/skills/abilities are derived. Each level builds upon prior levels. Details at each level will evolve in response to changes in technology and the needs of the University. Progression through the levels is in recognition of substantial increases in depth and breadth of expertise with technologies, products, and techniques complemented by increases in the competencies of teamwork, communication, problem solving, leadership, planning/organizing and accountability. The Expert is expected to develop competencies to at least the USG 11 level.

- Knowledge and demonstrated experience using programming languages such as: Crestron SIMPL+, C#, C++, Python, Visual Basic, IoT, Q-SYS, HTML.
- Effective oral and written communication skills and ability to communicate issues, concerns, solution options, quotes, and status to leadership and clients.
- Ability to work and think independently.
- Recognized on campus for expertise in presentation technologies.
- Ability to analyze situations, make decisions, and solve problems under pressure.
- Strong negotiation and interpersonal skills, ability to build consensus.
- Project management skills, with demonstrated track record towards detailed planning, organizing and prioritizing.
- Ability to analyze, understand and effectively communicate between requirements and technical design and implementation.
- Proven ability to work collaboratively with campus groups.
- Demonstrated capability to be proactive and predictive in changing demands and technologies while identifying and minimizing risk.
- Knowledge of the technology market, trends, and solutions.
- Excellent problem-solving and consulting skills with demonstrated thoughtfulness in decision making.
- Knowledge and application of industry and University guidelines, policies, and standards
- Proficient with computers and standard office programs

Nature and Scope

- **Contacts:** External contacts may include software vendors, consultants, relevant government agencies, and representatives of other academic institutions. Internal contacts could include staff, students, and senior leadership across campus, depending on the project and task. Collaboration within and sometimes across projects with teams, managers, PMs, sponsors and senior leaders. Nature of interaction varies across USG levels from exchanging information and coordinating activities to providing strategic advice and guidance.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance and training to others. Incumbents are responsible for achieving success for their assigned projects by building effective, collaborative relationships with the sponsor, stakeholders, vendors, consultants, and team members, adapting to client needs while still ensuring the project is managed appropriately based on size and complexity.
- **Decision-Making Authority:** Participates in the Presentation Technology team's activity planning process. Makes on the spot decisions relative to course of action to remedy equipment failures or design issues. Develops presentation technologies standards and processes. Assesses, recommends and executes procurement directions.
- **Physical and Sensory Demands:** Must be able to lift and carry heavy supplies and equipment (up to 50 lbs), ability to move regularly across campus to design, deliver and install equipment/systems. Able to work on raised platforms. Requires exertion of physical or sensory effort resulting in moderate fatigue and strain. Ability to multitask in a busy work environment

- **Working Environment:** Campus based, mix of desk and onsite across campus. Occasional travel required. May be required to be on-call with flexible work hours, including weekends from time to time. This position will be in contact with a wide variety of internal and external people at all levels of responsibility and must maintain excellent relationships. This requires excellent personal and communication skills. Exposure to stress and pressure to complete designs/installs and/or troubleshoot and fix issues based on client demands and timelines. Incumbent expected to follow University and departmental health and safety policies, procedures and work practices at all times. Incumbent is also responsible for the completion of all health and safety training, as assigned. When supervising other staff for projects or other work, will ensure that assigned staff abide by the safety standards, and actively identify, assess and correct health and safety hazards, as required. Due to the nature of some projects, may be required to work irregular hours on occasion.