

## Job Description

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<b>Job Title:</b>	Presentation Technologies -Implementation & Support
<b>Department:</b>	Information Systems and Technology
<b>Reports To:</b>	Manager, Presentation Technologies
<b>Jobs Reporting:</b>	none
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	June 2018

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### **Primary Purpose**

The Presentation Technologies Specialist – Implementation and Support position is responsible for providing specialized technical and customer services where presentation services such as, audio, video, other related technical systems are required. This position acts as a technical resource, and is responsible for: installing, supporting, maintaining and troubleshooting presentation technology systems, and for providing user training and immediate support. Additionally, this position performs other Presentation Technologies group duties as capacity and priorities determine such as event support, equipment setup, event operational support and troubleshooting, and other tasks assigned by the Presentation Technologies Manager.

### **Key Accountabilities**

#### **Client Support**

- Provides daily over the phone (using remote control tools) or onsite technical support with the least amount of classes disruption
- Performs user training on specific aspects of presentation system operation as requested and answers any questions the user may have.

#### **Operations**

- Performs complete Presentation System installations
- Test, troubleshoot and service installed presentation systems and components
- Performs complete preventative and maintenance tasks
- Provides user training with the goal of improved user adoption and work efficiency
- Assists with integration of fixed installation systems with portable equipment, to meet event technology needs.
- Ensures that all E-Classroom technologies (audio, video, IT, control, lighting) needed for lectures are properly configured and in optimal working condition
- Documents instances of equipment failure , repair, installation and removal
- Ensures that all legal, and health and safety obligations are adhered to.
- Performs other duties as assigned by the Presentation Technologies Manager.

#### **Technical Support**

- Assists faculty, instructors, and other users in the general use of media presentation technologies.
- Alerts the appropriate IT system support staff of presentation and related technical service outages, and other problems.
- Provides end users and other personnel with training and assistance, as required.
- Installs, configures and operates a broad range of equipment used in the media presentation industry.
- Performs e-classroom equipment installation, repair and maintenance.
- Installs and terminates low voltage cabling as applies to the industry.

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- Continues to acquire knowledge and develop skills in response to changes in the industry.

### Required Qualifications

#### **Education**

- Relevant technical education and or certification required.
- Industry and manufacturer certifications are a significant asset.
- Valid provincial driver's license is an asset.

#### **Experience**

- Minimum of 2 years field experience installing, and troubleshooting presentation media systems.
- Experience providing related technical support in a high volume, fast-paced response environment.

#### **Knowledge/Skills/Abilities**

- Knowledge of technical theory and installation practices related to presentation technologies, signal transmission (analog and digital), lighting, computing, and networking. Hands-on experience (intermediate level) with the following: powered and passive speakers; mixing consoles; wireless and wired microphones; data projectors; projection lens to screen ratio; signal flow; video switching; lighting boards; basic electrical knowledge; basic knowledge of rigging; ability to read and interpret floor plans, schematic and technical drawings; setup and operation of videoconferencing technologies; setup, troubleshooting and configuring of room control system technologies. Ability to set up, maintain, and troubleshoot purpose-specific computer networks, hardware and software applications. Working knowledge of basic hand tools.
- Intermediate Word, Excel, PowerPoint Skills. Hands on experience with control systems/media systems configuring and commissioning (Crestron, Qsys); CTS certification an asset

### Nature and Scope

- **Contacts:** Effective interpersonal skills to interact with all levels of Waterloo employees. Ability to work both independently or as part of a team, and build productive client relationships. Ability obtain, clarify and discuss information with technical and non-technical persons. Advanced problem solving and analytical skills. Meet dress code requirements to present a polished and professional image.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** The Presentation Technologies Specialist- Implementation and Support is responsible for installation, test, responding to support calls, providing on-the-spot assistance where problems occur, and to alert the appropriate system support staff of outages or other problems when they occur. Provides on-site guidance to less experienced
- **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 deliver and install equipment. Able to work on raised platforms. Requires exertion of physical or sensory effort resulting in moderate fatigue, strain. Ability to multitask in a busy work environment
- **Working Environment:** Campus based, mix of desk and across campus. Occasional travel required. May be required to be on call with flexible work hours, including weekends.