

Technology Integration Specialist II

Job Code 50017758

General Description

Responsible for classroom AV projects and systems requiring a high degree of technical difficulty.

Examples of Duties

Manage automated systems including installation, maintenance, and support of A/V Technologies.

Customize Classroom computer systems.

Program remote equipment for network control.

Install and test software.

Create and distribute PC and MAC OS images.

Create and customize user accounts.

Perform periodical software updates.

Design and integrate A/V presentation technologies.

Meet with shareholders and provide technical guidance.

Measure light, decibels and environmental considerations.

Create signal flow and wiring drawings.

Create cost analysis, schedule implementation, order equipment, and configure control system.

Train faculty, staff, and students to use ITS equipment and A/V technologies.

Resolve technical issues by providing emergency support to analyze, diagnose, and restore signal flow.

Manage internal resources such as electrical requests, transportation usage, personnel, materials, equipment ordering, installation, and allocating resources.

Maintain an accurate inventory database of equipment, work supply tools, and transferred equipment.

Conduct self-audits to verify accurate inventory.

Provide support for video conferencing such as installation, set-up, and training.

Research and test technology.

Coordinate services and resources within the University community.

Record equipment received in paper or electronic filing.

Design custom solutions such as mounts, cabinets, and support mechanisms.

Create technical guides and manuals for instructional equipment.

Install licensed software on classroom computers.

Design and maintain classroom technologies' website.

Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of: calculating voltage and resistance of equipment; technical issues; machine repair; core software and productivity tools; A/V formulas and principles; video conferencing; Texas State construction standards and CTS A/V practices.

Skill in: writing correspondence, forms, reports, and proposals; analyzing personal and team workload and deadlines; giving and understanding direction; designing and troubleshooting digital analog presentation technologies; selecting new technology.

Ability to: read manuals, logs, diagrams, work orders, and policy and procedures; discuss conflict openly; meet the technical needs of faculty; prepare and present information; work under pressure and manage multiple priorities; listen to customer needs, ask questions, research solutions.

Experience and Education

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements

Must currently maintain a valid ANSI/ISO General CTS-I Certification.

Must currently maintain a valid Microsoft Technology Associate Certification (MTA).

Must currently maintain a valid ANSI/ISO CTS-D Certification, or obtain this certification within 6 months of employment.