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.