

Working Title <b>Audio Visual System Specialist</b>	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit <b>Court Services, Court Technology Services Calgary</b>	Ministry <b>Justice and Solicitor General</b>
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Present Class <b>Creative and Technical Services I</b>	Requested Class <b>Technologies 4</b>
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Dept ID	Program Code	Project Code (if applicable)
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**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The primary responsibility of this position is to ensure that technology does not interfere with the normal operation of the Court process by providing in-house support of the Audio Visual (AV) systems installed within the Calgary Courts Centre. This position is a key member of the Court Technology Services (CTS) support team which consists of Desktop and Network Analysts as well as management and a Video Conference Coordinator. In certain situations, this position would also provide supplementary support to the devices and software normally maintained by the Desktop and Network teams.

The AV component of this job involves the operation, training, support and maintenance of critical audio, video and control systems. These critical systems include sound reinforcement, digital audio recording, electronic evidence presentation, digital signage, telephone and video conferencing. The position requires an understanding of audio and video signal conversion, signal switching, signal routing, signal distribution as well as knowledge of the control systems operating the key components of the system.

- RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).
1. Reactive Repair of active equipment installations
    - As issues are reported, troubleshoot and replace failed equipment to facilitate the resumption of Court in as short as timeframe as possible
      - i. If there is no direct equipment replacement or the failure cannot be found immediately, this position would need to formulate a temporary solution to work around the problem
      - ii. If a temporary solution has been introduced, further work must be scheduled and performed when the equipment is no longer in use
    - Prioritization will be required when multiple issues are reported within a similar timeframe
  2. Proactive Maintenance of AV equipment
    - Monitor health
    - Schedule testing
    - Maintain spare equipment inventory
      - i. Send equipment back to vendors for repair
      - ii. Recommend quantities of spares based on trending issues
    - Commissioning
      - i. Use test equipment to verify AV meets the minimum required standards
  3. Project work
    - Installation of new or replacement equipment
  4. Work with 3<sup>rd</sup> party vendors that provide either project work or 3<sup>rd</sup> Tier support

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- Provide point of contact
- Verify work done by contractor
- 5. Scheduling of AV resources in CCC and offsite
  - Special purpose rooms
    - i. Training Room, Ceremonial Courtroom
  - Equipment
    - i. Courtroom Technology Carts, Mobile Presentation Carts, Video Conference Solutions, Portable Sound Reinforcement systems, Projectors
- 6. Training to CCC staff on technology usage
- 7. Provide supplementary support to the Desktop and Network teams when required

**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This position provides operation, maintenance, repair and support services to complex electronic systems that are critical to the operation of the Courts at the Calgary Courts Center and surrounding areas.

There is daily interaction with Judiciary, internal Court Services staff, other government employees and external stakeholders.

There is contact with external technology vendors and contracted service providers such as Extron, Crestron, Telus, Axe Music and many more.

While the position is under direct supervision of the Court Technology Support Analyst, the incumbent is expected to work independently using a high degree of initiative and flexibility in handling complex issues following established guidelines and best practices all while operating on short timelines with quickly changing targets.

The functionality of the technology in the Calgary Courts Centre directly affects the operation of Court process, this position is an integral part of ensuring that everything is working properly.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

- Post secondary education in Electronics Engineering Technology plus considerable related work experience
- ITIL V3 Foundation training would be an invaluable skill
- the ability to understand and maintain a broad range of electronics systems including computer and networking systems, audio and video systems and complex electronic equipment control systems
- Good communication and interpersonal skills in dealing with internal and external contacts
- Creativity and resourcefulness to seek effective solutions and design sound plans to implement change
- Strong organizational and time management skills to balance multiple priorities and tasks assigned by managers
- Tact and diplomacy skills are required to work with Judiciary
- Ability to complete work assignments using established guidelines
- Problem solving skills using sound judgment (analytical and conceptual skills)
- Ability to work independently and as a team member
- Mechanical aptitude
- Knowledge of safe OH & S practices and procedures

<b>CONTACTS:</b> The main contacts of this position and the purpose of those contacts.		
Clients	Frequency	Nature and Purpose of Contact
<b>Internal to Division</b>		
Court Services Staff and Managers	Daily	Direct contact to initiate actions be taken to resolve requests
Judiciary	Daily	Direct contact to initiate actions be taken to resolve requests
Court Technology Services Managers	Daily	Receive direction and tasks, provide updates on progress, provide detailed technical information
Court Technology Services Support Staff	Daily	Direct contact to initiate actions to be taken to resolve any requests or issues
<b>Internal to Government</b>		
Staff within Justice and other ministries	Several times per week	Direct contact to initiate actions be taken to resolve any requests
<b>External to Government</b>		
Hardware/software vendors and manufacturers	Several times per week	Obtain warranty information as well as coordinate service delivery from vendors
Outside service providers	Several times per week	Direct contact to initiate actions to be taken to resolve required requests related to typical day to day operations.
Defence Counsel	Several times per week	Direct contact to initiate actions be taken to resolve any requests
Police Services	Several times per month	Direct contact to initiate actions be taken to resolve any requests

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.

No supervisory responsibilities are exercised in this position.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent job evaluation requests under PREP.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached.

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*

**Signatures**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

<b>Incumbent</b>	_____	_____	_____
	Name	Signature	Date
<b>Manager</b>	_____	_____	_____
	Name	Signature	Date
<b>Division Director/ADM</b>	_____	_____	_____
	Name	Signature	Date