Audiovisual Analyst I

PeopleSoft Job Code / Title: 6603 / Technology Audiovisual Analyst
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Manager of Technology and/or Audiovisual Services
FLSA Status: Non-Exempt
UCM Level: Level 2
Last Updated: May 19, 2022

General Summary:

The Audiovisual Analyst I is responsible for operating and providing technical support for all audio/visual components and technology equipment in conference rooms and collaborative spaces, including projectors, LCDs, codecs, microphones and control systems. This role coordinates with other offices when scheduling videoconference calls and uses the firm's scheduling application to create an inventory of requested technology equipment and ensures that all needs can be met. This position is also expected to ensure that all conference rooms are properly outfitted with technology equipment and regularly check that they are functioning properly.

As an Audiovisual Analyst I, will provide "white-glove", consultative guidance to meeting participants to help identify the best Technology solution for their needs. Additionally, this position will assist with Global Videoconference team projects. Including testing, implementation and providing feedback on audiovisual technologies and collaboration platforms. They will also serve as a liaison between the local team and any or all external vendors used to provide hardware support for conference room equipment or platforms.

Essential Duties and Responsibilities

"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.

1. Ensures that all conference rooms are outfitted with appropriate audiovisual and technology components based on size of room and functionality requirements. This may include systems for audio and videoconference calls, PC-based presentations, Intranet/Internet connections and in-room amplification.
2. Ensures that all audiovisual and technology equipment, and collaboration applications in conference rooms are functioning and ready for use in advance of the start of scheduled meetings (e.g., computers, displays, printers, codecs, cameras, etc.).
3. Provides consultative guidance and support to help requestors and clients identify the space that will provide the best-possible technology and collaboration experience for each respective event.
4. Performs daily checks of the conference rooms to ensure that all equipment is working properly; coordinates with audiovisual technology vendor and/or other members of the Technology team when repairs/maintenance of conference room equipment is needed.
5. Schedules and supervises vendors for maintenance of conference center technology equipment
6. Operates conference room equipment when necessary (e.g., starting videoconference call, digital recording, setting camera positions, performing live switching during videoconference, transitioning between presentations, etc.)
7. Provides training to Guest Services, Workplace Experience and Technology personnel on how to best operate and use the equipment capabilities to participants. E.g., 'Dialing' into video conferences, sharing presentations, operating video conference equipment, cameras and microphones.

8. Provides additional general end-user technical support, triage and problem solving as needed. Including but not limited to laptop connectivity issues, docking, printing, etc.
9. Tracks requests for support and resolution by creating Help Desk tickets/incidents and notifies team members when taking an open request and when request is completed.
10. Meets and coordinates with supervisor and other Technology department members regarding equipment inventory levels and technology support requirements for future meetings.
11. Coordinates with other areas/departments (E.g., Guest Services, Facilities, Workplace Experience) of the firm where overlap exists to develop efficient procedures/communications to stream-line processes regarding product installation, training and support.
12. Ensure compliance with policies regarding the tracking of technology asset assignment to users, conference rooms and workspaces.
13. Completes special projects regarding various issues as needed.
14. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Knowledge, Skills, and Abilities

- Advanced knowledge of the various technologies, techniques and equipment used for high quality videoconferencing, audioconferencing, projecting, and other meeting support technologies. (e.g. control systems, video systems, audioconference phones, microphones, projections, speakers)
- Analytical skills needed to troubleshoot a variety of symptoms, diagnose problems and test, recommend and implement solutions to technology problems
- Provide high-level consultative customer service through strong communication skills, both written, verbal and demonstration or presentation
- The ability to understand technical problems as presented by non-technical users; the ability to communicate technical solutions in a non-technical manner
- Strong aptitude for problem solving, creative thinking and proactive action as an individual and with customers or colleagues
- Ability to work in a team environment with a customer service focus
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the Firm in high pressure situations
- Absorbs, can explain, and maintains knowledge of department polices, operations and workflow, as well as reasonable understanding of legal departments operation
- Strong communication skills, both written and verbal
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Handle confidential and sensitive information with the appropriate discretion
- Knowledge and proficiency in PC applications, including MS Office

Position Specifications

Education
- High School Diploma or equivalent required
- Bachelor's Degree or equivalent in Computer Science, Audiovisual or Information Systems preferred
- Certifications from AV manufacturers or integrators (e.g., Extron or Crestron) and industry organizations (e.g., AVIXA, CTS) will considered as a plus

Work Experience
- A minimum of three (3) years' of technology support experience with PC hardware/software
- Advanced knowledge of audiovisual equipment including video codecs, projectors, microphones, and cameras
- Experience with videoconferencing platforms including Cisco, Zoom, Teams, etc.

Working Conditions and Physical Demands

- Ability to operate and maneuver a hand truck for the purpose of relocating and storing PCs and notebooks of staff and attorneys
- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices required
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.