Audiovisual Specialist

PeopleSoft Job Code / Title: 5435 / Audiovisual Specialist
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Audiovisual Services Supervisor, Manager of Technology, or Senior Manager of Technology Services
FLSA Status: Non-Exempt
UCM Level: Level 1
Last Updated: June 21, 2024

General Summary:

The Audiovisual Specialist is responsible for operating and providing technical support for all audio/visual (AV) components and technology equipment in conference rooms, including all display types, codecs, microphones, and control systems. The Specialist is also responsible for AV setup and tear down for events, meetings, and seminars, and providing white glove service. The AV Specialist coordinates with other offices when scheduling video and audio conference calls, uses the firm's scheduling application to create an inventory of requested technology equipment, and ensures that all needs are met. The AV Specialist ensures that all conference rooms are properly outfitted with technology equipment and regularly checks that it is functioning properly.

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, which may include systems for audio and video conference calls, PC-based presentations, Intranet/Internet wireless connections, and in-room amplification
2. Ensures that all audiovisual and technology equipment and applications in conference rooms are functioning and ready for use in advance of the start of scheduled meetings (e.g., computers, displays, codecs, etc.)
3. 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
4. Operates conference room equipment when necessary (e.g. starting video conference call, setting camera and microphone positions, performing live switching during video conference, transitioning through presentations, etc.)
5. Monitors the firm's conference room scheduling system to ensure that technology inventory levels meet the needs of the scheduled meetings; resolves any conflicts with their immediate supervisor
6. Provides additional end-user technical support as needed, which includes laptop connectivity issues, docking, printing, displaying in conference rooms, etc.
7. Tracks help calls and solutions by creating Help Desk tickets and notifies team members when taking an open request and when request is completed
8. Meets and coordinates with other Technology & Information Services Department members, hosts, and clients about technology needs/support for upcoming meetings/events. (e.g., walk-throughs, scheduling Meetings, department meetings, etc.)
9. Coordinates with other areas/departments of the firm where overlap exists to develop efficient procedures/communications to stream-line processes regarding product installation, training, and support
10. Completes special projects regarding various issues as needed

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11. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Knowledge of PC and MAC technology support as it relates to AV and VC
- Knowledge of the various technologies, techniques and equipment used for high quality videoconferencing, audio conferencing, projecting, and other meeting support technologies. (e.g. control systems, video systems, audio conference phones, microphones, projections, speakers)
- Knowledge working with IT and networking products
- Analytical skills needed to troubleshoot a variety of symptoms, diagnose and test problems, recommend and implement solutions to technology problems
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm and clients
- Ability to actively listen and identify both spoken and unspoken needs
- Ability to work in a team environment with a customer-service focus
- Exemplary communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Knowledge and proficiency in PC applications, including MS Office

Position Specifications

Education

- High School Diploma or equivalent required
- Associate degree or equivalent in a technology related field preferred
- Certifications from manufacturers (e.g., Extron or Crestron) and industry organizations (such as AVIXA, CTS) preferred

Work Experience

- A minimum of 2 years' of technology support experience with PC hardware/software required

Working Conditions and Physical Demands

- 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
- Ability to move equipment and other heavy items, including lifting and moving items weighing up to 30 pounds on an occasional basis is 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.

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