

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Chris Thunker

Work Phone: 261-4123

2. Class Title (i.e. payroll title):

Monona Terrace A/V Technician

3. Working Title (if any):

Monona Terrace Technical Services Lead Worker

4. Name & Class of First-Line Supervisor:

Jeff Griffith, 18/10

Work Phone: 261-4013

5. Department, Division & Section:

Monona Terrace Community and Convention Center

6. Work Address:

One John Nolan Drive

7. Hours/Week: 40

Start time: Varies End time: Varies

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

January 2010

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10. Position Summary:

This is a technical and skilled leadership role overseeing the activities of the Technical Services Department's infrastructure, equipment, staff and services at the Monona Terrace Community and Convention Center. This position will serve as a technical expert for both staff and clients. The work involves coordinating and overseeing the installation, connection, maintenance and operation of complex integrated electronic, computer, network, audio, video, digital signage, lighting, conferencing, telephone and electrical equipment and systems unique to the Monona Terrace. Under the direction of Monona Terrace Building Maintenance and Technical Supervisor, this position involves responsibility and accountability for planning, coordinating and completing projects and assignments and requires the frequent application of independent judgment and discretion.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

40% A. Lead Work

1. Administer the customer service standards, policies and procedures of the Technical Services Department.
2. Review concurrent event plans to identify potential efficiencies and conflicts pertaining to space, timing, equipment and crewing; then recommend solutions to the appropriate department.

3. Create and oversee work schedules and setup plans in accordance with the technical systems/equipment required and the timings of each event.
4. Inform Monona Terrace staff regarding new technologies and enhancements of systems and equipment.
5. Complete daily work orders and billing information, review time sheets for errors or deficiencies, and compile timesheets for submission to Monona Terrace payroll.
6. Participate in the development of appropriate recordkeeping and billing systems, procedures and rates. Maintain records and prepare necessary reports.
7. Lead the hiring, orientation, training, development, scheduling, oversight and evaluation of hourly Technical Services employees.

30% B. Coordination

1. Provide technical consultation, design and coordination to Monona Terrace clients regarding the use of computer, audio, video, lighting, communication and electrical needs by providing information concerning availability, cost and best practices for achieving desired results.
2. Oversee the integration of rented or client-supplied specialized equipment with existing Monona Terrace systems to ensure the best service and highest quality outcome for customers.
3. Initiate cross-coordination with other departments and outside vendors to deliver an exceptional and inspirational experience.

15% C. Operations

1. Coordinate and perform the setup/tear down of all technical equipment owned by Monona Terrace.
2. Operate the Center's integrated digital network systems including computer network, audio, video, digital signage, lighting, conferencing, telephone and electrical equipment.
3. Instruct staff and clients on the proper use of sophisticated equipment and systems, monitor use and provide assistance as necessary.
4. Develop procedures and practices for the setup/tear down, installation, connection, operation and maintenance of electronic, audio, video, lighting, computer and telephone equipment and the connection of electrical hook-ups for various types of events.
5. Determine the appropriate response to emergencies, operational problems and short-notice situations and instruct others or carry out the response directly.

15% D. Maintenance

1. Maintain, troubleshoot and make modifications to Monona Terrace's complex building systems, including computer network, lighting network, video distribution systems, audio distribution systems, Visix digital signage and VoIP telephone system. Work with outside vendors for major specialized repairs or modifications to those systems.
2. Perform diagnostics, modification and maintenance on all audio, video, lighting, computer, network equipment, video conferencing and related equipment. Recommend the use of outside vendors for major specialized repairs or modifications.
3. Research evolving and emerging technologies, standards and practices, and evaluate those new technologies for compatibility, integration, energy efficiencies and ROI. Work with the Monona Terrace Building Maintenance and Technical Supervisor with development of budget justifications and explanations.
4. Maintain appropriate inventories by purchasing consumable supplies such as lamps, tape, batteries, adapters, etc.
5. Perform and maintain records of routine maintenance procedures.

12. Primary knowledge, skills and abilities required:

Practical knowledge of the methods, practices, tools and materials used in the installation, operation and maintenance of complex integrated audio, video, electronic, lighting, computer, telephone equipment and electrical connections associated with the entertainment and convention industry. Practical knowledge and experience with occupational hazards and necessary safety procedures or equipment. The applicant will be required to use specialized electronic testing and repair equipment, and to create and work from schematics, penciled layouts, blueprints and specifications. The candidate must possess the ability to communicate effectively, both orally and in writing, and to establish and maintain effective working relationships with staff, vendors, City agencies and Monona Terrace clients and guests. Ability to work under tight deadlines, delegate duties and ensure appropriate completion, resolve operational problems efficiently and respond effectively to emergencies. Possess the ability to deal tactfully and effectively with clients, guests and promoters by exercising personal judgment and initiative in resolving conflicts. Possess the ability to operate and work from such equipment as aerial lift trucks, to work from heights using ladders, to engage in strenuous activity, to work some nights and weekends and to maintain adequate attendance.

Three years of experience directing crews with technical installations or related experience is required. Significant experience in the installation, repair and operation of computers, network, audio, video, electronic, lighting and related equipment is required. Such experience may be achieved after completion of a two-year technical school degree in information technologies, computer science, electronics or a related area.

13. Special tools and equipment required:

14. Required licenses and/or registration:

The applicant must possess a valid driver's license or ability to meet the transportation requirements of the position.

15. Physical requirements:

The applicant must have the ability to lift 50 pounds occasionally and 20-25 pounds on a regular basis. In addition, the applicant will be expected to operate and work from such equipment as aerial lift trucks and to work from heights using ladders. The applicant must have the ability to engage in strenuous activity and to respond effectively to emergencies.

16. Supervision received (level and type):

Under the direction of Monona Terrace Building Maintenance and Technical Supervisor, this position utilizes independent judgment and discretion in providing oversight of the Technical Services Department.

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

