

## MONONA TERRACE AUDIO/VISUAL TECHNICIAN

### CLASS DESCRIPTION

#### General Responsibilities:

This is technical and skilled work coordinating audio/visual, computer, closed circuit, and general communication services for the Monona Terrace Community and Convention Center. The work involves coordinating and overseeing the installation, connection, maintenance, and operation of electronic, audio/visual, computer, and telephone equipment and electrical connections associated with the meetings, conferences, conventions, and consumer shows held at the Center. This position will serve as the technical expert for both staff and clients in the areas of responsibility and, under the general supervision of the Building Maintenance Supervisor, will exercise independent judgement in the layout and performance of the work.

#### Examples of Duties and Responsibilities:

Provide technical advice and assistance to Convention Center clients in planning their total audio/visual, lighting, communication, computer, and/or electrical needs for various types of events. Advise Convention Center staff relative to the capacities of the Convention Center equipment and systems. Provide information relative to availability, cost, compatibility with other equipment, techniques for achieving desired results, etc. Design and price plans in accordance with stated customer needs and obtain necessary approvals.

Review event calendars and establish project and assignment schedules. Coordinate and/or perform the set up/tear down all Monona Terrace-owned audio/visual, computer, closed circuit, lighting, and electrical equipment to be used for events at the Center, including working at heights from aerial trucks, lifts, and ladders. Oversee the integration of rented or client-supplied equipment with existing systems to provide the best overall product for the client. Coordinate activities with other Convention Center staff and outside vendors to ensure the best service and highest quality product for customers.

Operate the Center's audio/visual and other "high tech" equipment not suited for direct use by clients or lower level staff. Instruct other staff and clients on the proper use of equipment, monitor use, and provide assistance as necessary. Assist with the development of procedures and practices for the set-up/tear down, installation, connection, operation, and maintenance of electronic, audio/visual, lighting, computer, and telephone equipment and the establishment of electrical hook-ups for various types of events. Determine the appropriate response to emergencies, operational problems, and short-notice situations and instruct others or carry out the response directly. Provide some support for internal software programs and systems.

Maintain, troubleshoot, and make modifications to the Convention Center's building infrastructure systems, including the Center's computer network, lighting network, video distribution systems, audio distribution systems, and VoIP telephone system. Work with outside vendors for major specialized repairs or modifications to those systems.

Maintain and clean all equipment and perform necessary preventive maintenance. Perform troubleshooting, modification, and repair of audio/visual, computer, closed circuit, lighting, and

electronic equipment. Recommend the use of outside vendors for major specialized repairs or modifications.

Research and recommend the purchase of audio/visual and related computer, electronic, and lighting equipment. Participate in the development of budget justifications and explanations. Order parts and maintain appropriate inventories.

Complete daily work orders, time sheets, and billing information, including the inclusion of work performed by other staff. Participate in the development of appropriate recordkeeping and billing systems, procedures and rates. Maintain records and prepare necessary reports.

Perform related work as required.

## QUALIFICATIONS

### Knowledges, Skills and Abilities:

Knowledge of the methods, practices, tools, and materials used in the general installation, operation, and maintenance of audio/visual, electronic, lighting, computer, and telephone equipment and electrical connections associated with the entertainment/convention industry. Knowledge of sound reinforcement, lighting, closed circuit television, computer network, and related audio/visual and electronic practices and equipment as they relate to entertainment and convention activities. Knowledge of production terms and techniques. Knowledge of equipment and components. Working knowledge of occupational hazards and necessary safety procedures and equipment. Ability to use specialized electronic testing and repair equipment. Ability to work from schematics, pencilled layouts, blueprints, and specifications. Ability to use documented programs and develop special purpose applications. Ability to communicate effectively, both orally and in writing and by using portable radios. Ability to give, understand, and follow oral and written work orders and instructions. Ability to work under tight deadlines and to resolve operational problems effectively. Ability to use a computer to perform recordkeeping and report preparation. Ability to establish and maintain effective working relationships with staff, vendors, City agencies, and Monona Terrace clients and guests. Ability to delegate duties and ensure appropriate completion. Ability to deal tactfully and effectively with promoters, clients, and guests exercising personal judgment and initiative in resolving conflicts. Ability to operate and work from such equipment as aerial lift trucks and to work from heights using ladders. Ability to engage in strenuous activity and to respond effectively to emergency situations. Ability to maintain adequate attendance.

### Training and Experience:

Three years of experience in the installation, repair, and operation of audio/visual, electronic, computer, and related equipment. Such experience will normally be attained after completion of a two-year technical school degree in electronics or a related area. Pertinent experience may be substituted for training on a year-for-year basis. Other combinations of training and/or experience which can be demonstrated to result in the possession of the know ledges, skills and abilities necessary to perform the duties of these positions will also be considered.

Necessary Special Qualifications:

Possession of a valid driver's license. Ability to lift 100 pounds occasionally and 20-25 pounds on a regular basis.

| <b>Department/Division</b>       | <b>Comp. Group</b> | <b>Range</b> |
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| Monona Terrace Convention Center | 16                 | 14           |

Approved:

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Brad Wirtz

Human Resources Director

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Date