

CITY OF MADISON POSITION DESCRIPTION

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

John Schwoerer

Work Phone: 608-261-4119

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

MT AV Technician

3. Working Title (if any):

MT Systems Specialist Technician (18-6)

4. Name & Class of First-Line Supervisor:

Jeff Griffith

Work Phone: 608-261-4013

5. Department, Division & Section:

Monona Terrace

6. Work Address:

1 John Nolen Drive

7. Hours/Week: 40

Start time: End time: Varies dependent on client needs

8. Date of hire in this position:

2006

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

2008

-
10. Position Summary:

Oversees the day-to-day operations of computer networks; including hardware/software support. Plans, designs and implements data connectivity for local area network (LAN) and wide area network (WAN) systems; assists in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving; assists in providing network and remote connectivity hardware/software support; maintains LAN user/client documentation including hardware/software applications, support logs and other related information; researches and recommends network and server hardware and software; assists in installing, designing, configuring, and maintaining system hardware and software; analyzes and troubleshoots the network logs and tracks the nature and resolution of problems; installs, supports and maintains both physical and virtual network servers and appliances; installs, maintains, and troubleshoots the Storage Area Network (SAN); establishes and maintains user accounts, profiles, file sharing, access privileges and security; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; develops, maintains and implements network support, and archiving procedures; researches and evaluates new technologies related to computer networking; assists in planning, coordinating and consulting with vendors and clients for hardware/software purchases, product services and support; recommends and specifies the purchase of related products and services; keeps current regarding new hardware/software products for system enhancements; monitoring network servers, and providing internet and intranet user support, and specialized training.

Plans, recommends and assists in the design of telecommunications systems; researches and recommends telecommunications equipment; coordinates the ordering and installation of telecommunications and data systems equipment and cabling; researches, analyzes, troubleshoots and resolves telecommunications related problems; develops and implements telecommunications operational procedures; creates and/or modifies voicemail and call features; installs telecommunications equipment and provides support for handsets, voicemail and new/emerging telecommunications-related technology; inventories telecommunications equipment.

The work involves coordinating, 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 Community and Convention Center. Setting audio/visual equipment requested by clients on a day to day basis.

The work is done under the direction of Monona Terrace Building Maintenance and Technical Supervisor, this position utilizes independent judgment and discretion in providing for the oversight of Monona Terrace's computerized systems and network.

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

30% A. Network Coordination

1. Research and recommend items for capital purchase to maintain Monona Terrace's network infrastructure.
2. Develop and implement plan for tracking software and security updates for servers, network switches, network routers, telephone system, voice mail and wireless controllers
3. Document network architecture, track changes and update documentation.
4. Coordinate with City Information Technology regarding daily operations and deploying city network services at Monona Terrace.
5. Attend seminars, meetings and trade shows to expand knowledge base and keep current with trends and technologies.

40% B. Network Operations

1. Operate and oversee Monona Terrace's computer network, wireless network, telephone system, servers
2. Coordinate and perform installation of physical computer, wireless, telephone and networking equipment.
3. Installation and reconfiguration of network cable, copper and fiber patch panels,
4. Setup network connections for clients based on computerized booking system
5. Maintain and oversee a pool of desktops and laptops for client rental.

10% C. Audio Visual Operations

1. Coordinate and perform the setup/tear down of all technical equipment owned by Monona Terrace.
2. Operate the Center's integrated electronic, computer, network, audio, video, digital signage, lighting, conferencing, telephone and electrical equipment.
3. Instruct other staff and clients on the proper use of equipment, 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.

10% D. Audio Visual Coordination

1. Provide technical consultation, design and guidance to Convention Center clients in planning their computer, audio, video, lighting, communication and electrical needs by providing information regarding availability, cost, compatibility with other equipment, and techniques for achieving desired results.
2. Oversee the integration of rented or client-supplied equipment with existing Convention Center 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.

10% E. Network Audio Visual Maintenance

1. 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.
2. 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, Visix digital

- signage and VoIP telephone system. Work with outside vendors for major specialized repairs or modifications to those systems.
3. Perform diagnostics, modification and maintenance on all audio, video, lighting, computer, network equipment, video conferencing and related gear. Recommend the use of outside vendors for major specialized repairs or modifications.
 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 Network Components, Classful IP Ranges, Sub netting, IP Addressing Methods, TCP/IP Protocols, OSI Model and Media types/connectors. 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 promoters, clients and guests 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 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:

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 Monona Terrace's computerized systems and network.

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.