

**Alaska Court System
Class Specification**

AUDIO & VIDEO SPECIALIST 2

Range: 19

EEO4: 03

SOC: 27-4011

Class Code: C3427

Definition:

The Audio & Video Specialist 2 provides training, on-demand technical assistance, and support to all audio, video, and recording system users at the Alaska Court System. The incumbent is responsible for the installation and maintenance of system hardware and software, and operational support to minimize downtime. The incumbent provides training, develops guidelines, and recommends modifications and improvements to these systems.

Distinguishing Characteristics:

The Audio & Video Specialist 2 is a single-position job class that serves as the technical and operational specialist for audio, video, and recording systems used by the Alaska Court System. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees. The Audio & Video Specialist 2 is the advanced level at which the incumbent independently oversees the court's audio and video needs and projects.

Duties require considerable knowledge of the court's recording systems and video systems related to their use. The incumbent must be able to analyze facts and apply policies, rules, and procedures to situations not previously encountered. Duties require the ability to work independently toward general results, devise new methods, and modify or adapt standard procedures to meet new situations.

Duties require training and experience to: respond to questions, identify problems and implement solutions related to the court's audio and video systems; apply statutes, regulations, rules, and prescribed practice; select the appropriate rule or procedure; and make decisions that normally have a higher consequence of error. The incumbent must make difficult or complex decisions within the scope of the applicable policies and procedures, and be able to use independent judgment in so doing.

Supervision Received: The Audio & Video Specialist 2 works independently and receives periodic supervision. Methods of performing assignments are generally left to the judgment of the employee with the supervisor available for assistance if needed. Work is typically reviewed upon completion.

Supervision Exercised: The Audio and Video Specialist 2 exercises full supervisory authority and responsibility for assigned staff.

Examples of Duties:

Supervise technical staff within the Audio and Video division. Interview, hire, train, evaluate, and discipline subordinate employees.

Prepare interim and annual performance evaluations in advance of the due date; discuss ratings with employee, and forward for supervisory review, approval, and processing.

Review and approve leave requests.

Plan, assign, and review the work of subordinate employees. Establish daily work priorities and schedules. Monitor daily workflow. Ensure that standards for accuracy and processing are met within established deadlines.

Provide ongoing support for court staff in the use of the audio, video, and recording systems; explain and interpret court policies related to use of the systems; propose new and revised rules, procedures, and policies to better utilize the systems and make procedures more efficient; prepare and update instructional materials related to these systems.

Conduct periodic reviews and audits of the systems to check the quality of recordings, video, and compliance with standards and procedures.

Respond to Helpdesk calls related to the court's audio, video, and recording system; diagnose user reported problems; identify solutions; advise user of possible causes of the problem and precautions necessary to avoid additional issues; determine when a problem requires contacting higher level support or field service technical support.

Coordinate the installation of system upgrades and new releases of software; inform end users of changes and provide necessary instruction; evaluate suggestions for modifications to software; make recommendations for software modifications for consideration; work with users to identify ways to better utilize the recording system software and to make procedures more efficient; work with other agencies to identify appropriate system interfaces.

Ensure security of the system; assign proper security access to individual users; set up and maintain user profile tables.

Attend and/or chair committee meetings as assigned.

Maintain an updated inventory of all system licenses and hardware.

Assist in the installation of audio, video, and recording system hardware at court locations throughout Alaska.

Knowledge, Skills, Abilities:

The Audio & Video Specialist 2 requires knowledge of:

- Operating principles of audio, video, and recording systems, electronic equipment, and computer equipment;
- Computer operating systems; networked computers; databases; hardware and software used in a large LAN/WAN network environment;
- Commonly used microcomputer hardware and software;
- Troubleshooting techniques for computers, their peripherals and other electronic equipment;
- Alaska Court System policies, procedures, rules and operation;
- Training techniques.

The Audio & Video Specialist 2 requires skill in:

- The installation, maintenance, repair, construction, and modification of computer systems

- and a variety of electronic equipment;
- Troubleshooting of problem areas and demonstrating the appropriate degree of flexibility in problem solving;
- Providing appropriate helpdesk assistance to users;
- Analyzing issues and developing solutions;
- Dealing with situations requiring tact, flexibility, and good judgment;
- Developing and providing training and assistance to team members and end users, both orally and in writing;
- Communicating orally and in writing.

The Audio & Video Specialist 2 requires the ability to:

- Work effectively with others and maintain cooperative working relationships;
- Communicate clearly, concisely, and effectively with team members and end users;
- Identify issues, analyze facts, recommend solutions, and take appropriate action;
- Exercise flexibility and good judgment;
- Interpret court policies and procedures;
- Function with a high degree of independence under general supervision;
- Identify and recommend solutions to recurring problems;
- Listen carefully to customers and ask questions tactfully and professionally to determine the specific nature of the problem;
- Train others to use recording systems and follow procedures;
- Read, understand, and apply information in technical manuals and journals;
- Prioritize tasks, meet deadlines, and provide excellent customer service;
- Analyze policy or procedural problems and recommend and implement solutions.

Minimum Qualifications:

A bachelor's degree in computer science, information technology, or a closely related field;
AND

Three years of work experience which includes installation, maintenance, and repair of electronic systems such as recording, video, and computer systems;

AND

One year of professional experience managing or leading technology projects and/or programs.

OR

An associate's degree in computer science, information technology, business applications, network technology or a closely related field;

AND

Five years of work experience which includes installation, maintenance, and repair of electronic systems such as recording, video, and computer systems;

AND

One year of professional experience managing or leading technology projects and/or programs.

OR

A high school diploma or General Educational Development (GED) certificate;

AND

Seven years of work experience which includes installation, maintenance, and repair of electronic systems such as recording, video, and computer systems;

AND

One year of professional experience managing or leading technology projects and/or programs.

NOTE: This is a partially-exempt job class; the incumbent serves “at-will” to the appointing authority.

05/10 – Original, WPA

11/10 – Range Change

02/14 – Remove MQQ’s

12/14 – Title Change, Update

01/15 – FLSA Change; OT Exempt

05/15 – Change SOC code

09/24 - Flexible Staffing Added