



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

IT Audio Visual Technician

Department: Information Technology Reports to: CIO Pay Grade: H08
Date Established: 5/2018 Date Revised: 5/2018 FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The IT Audio Visual Technician provides production assistance by directing, editing, and performing related video support work for the Information Technology Department. The job includes providing customer service and technical assistance, including assisting other City departments with video needs and productions and streaming open meetings. Additionally, the position includes support to meet social media requirements of the City as well as support to the City's webmaster.

The position is responsible for securing aerial video for various City needs through piloting an Unmanned Aerial Vehicle (UAV).

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is a Department office and production control room. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Provides production and streaming assistance to elected officials, staff, and other customers of the Department by directing, editing, and producing graphics. Assists in the general operations of the IT Department, such as: installation, configuration and ongoing usability of system hardware and software. Offers daily operations and systems support to personnel. Verifies functionality of hardware and software components, troubleshoots hardware and software issues in person, remotely, and via phone.

Develops and produces independent video projects. Responsible for managing, planning, coordinating, and executing flights utilizing a UAV for video and photo acquisition, mapping, and inspection services.

Provides technical support including graphic and video production for all of the City's social media and web requirements. Oversees the set-up of AV equipment in offices, conference rooms, and Council Chambers. Ensures all AV equipment is operational, repairs or cleans equipment when necessary. Tests all equipment to determine technical quality of recording, audio, and lighting prior to production. Labels any broken equipment and communicates problems to CIO. Tapes down and dresses all loose wires and completes cable breakdown. Removes and secures equipment when not in use. Creates final visual/audio program material for release. Monitors the technical quality of finished products to ensure compliance, consistency, and desired outcome for the City. Oversees the security, operation and maintenance of equipment utilized in production and editing of material. Sets-up, operates, and troubleshoots all AV, projection, lighting, conferencing equipment, devices, and systems. Responsible for the operation of Government Access and Educational Access cable channels, online streaming, and archives while in use by the City of Pocatello.

Answers inquiries and provides information and assistance to the public by telephone, on-line, and in person.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Video and streaming production, playback, and archival methods, techniques, and objectives;
- Operation of specialized video streaming, recording, and playback equipment;
- Basic post-processing techniques for aerial data;
- Principles of graphic design;
- Management and operation of social media, staying current with all new trends;
- Operation of standard office equipment including a personal computer and job-related software applications;
- Customer service methods, techniques, and objectives;
- AV equipment including projectors, microphones, speakers, LCD/Plasma Displays, etc.;
- Audio and videoconferencing systems;
- PowerPoint;
- FAA Part 107 Remote Pilot Certificate, Small Unmanned Aircraft System Rating, experience operating commercial UAVs;
- Federal (OSHA) regulations and City policies regarding safe work practices.

Skill and Ability to:

- Provide production and streaming assistance to elected officials, staff, and customers;
- Assist in the general operations of the Department, as directed;
- Work hands-on with small UAV systems, including assembly, disassembly, testing, troubleshooting, and flight operations;
- Evaluate the quality of acquired aerial data;
- Develop and produce independent video projects, including scripting, field direction, and graphics;
- Prepare and produce content for City playback channels and social media;
- Answer inquiries and provide information to the public by telephone, on-line, and in person;
- Operate specialized video streaming, recording, and playback equipment;
- Operate basic office equipment including a personal computer and job-related software and applications;
- Maintain a professional demeanor at all times;
- Work independently and meet necessary deadlines;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion;
- Understand and comply with all rules, policies, and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Advanced or technical school training preferred;
- Minimum of one (1) year of video-related experience is required;
- FAA Part 107 Remote Pilot Certificate is required*;
- Intermediate to advanced technical knowledge of audio, video, projection, computer, lighting and rigging equipment preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 75 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Hiring Note:** The position requires a FAA Part 107 Remote Pilot Certificate within six (6) months of hire date. Failure to acquire this license by the established date will violate the terms of the position and will result in layoff from the position.