



DUBLIN
CALIFORNIA

INVITES APPLICATIONS FOR THE POSITION OF

AUDIO-VISUAL (AV) SPECIALIST

APPLY ONLINE AT WWW.CALOPPS.ORG

SALARY

\$45.2711 - \$55.5788 per hour

JOB TYPE

Permanent, Full-Time

FILING DEADLINE

Friday, April 7, 2023 at 5:00 PM

THE POSITION

The City of Dublin, a dynamic and growing community, is seeking an experienced Audio-Visual (AV) Specialist for the Information Systems Department. Under the general direction of the Chief Information Security Officer, the Audio-Visual (AV) Specialist performs various duties relating to the design, installation, maintenance, and repair of AV-related hardware and software, peripheral devices, conferencing systems, and instructional support devices throughout the City. This position is responsible for servicing event needs at City facilities through AV support services in coordination with client needs and best practices.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Become familiar with the operation and maintenance of existing technologies and systems in City facilities, with a particular focus on the Cultural Arts Center, City Council Chambers, Emergency Operations Center, Shannon Community Center, and certain alternative meeting venues.
- Assist with design, installation, configuration, maintenance, troubleshooting, and repairs of equipment related and connected to AV systems and components, including control systems, microphones, sound speakers, video screens, projectors, video monitors, recording equipment, wiring and cabling, and sound and mixing boards.
- Assist with design, installation, configuration, maintenance, troubleshooting, and repairs of equipment related to the City's Black Box Theater.
- Train renters of the City's Black Box Theater on how to operate the lighting and sound system.
- Provide setup and support for events and functions such as concerts, sports events, meetings, presentations, and conferences by proactively ensuring technology needs are tested and functioning properly and assisting presenters and participants as needed.
- Research hardware and software information, as needed, in the problem resolution process; communicate with vendors and other providers, as needed, when seeking a resolution to a problem; review and provide feedback on troubleshooting procedures; make recommendations for the modernization of equipment, software, and processes as warranted; stay current on technologies and advances in AV systems.
- Perform a lead role in selecting, installing, and maintaining new AV and collaboration technologies.

- Configure AV equipment hardware and software to established specifications; adjust equipment per specifications or directives as required by users or best practices; ensure appropriate conference system connectivity; deliver quality AV products to customers.
- Coordinate and collaborate with external consultants, as needed, to accomplish objectives.
- Use service request ticketing system to effectively collect, document, analyze, and report maintenance activities related to problem resolution, and communicate with customers, management, and co-workers.
- Operate and administer AV and collaboration technologies to support public meetings, internal meetings, and special events.
- Provide exceptional customer service to employees and the public when responding to service requests, calls, emails, and in-person requests for help; ask questions to determine the nature of the problem; assist customers through the problem-solving processes; and conduct follow-up with customers to ensure the issue has been resolved.
- Work cooperatively with City departments to ensure a comfortable and cohesive meeting experience for participants, both in person and online.
- Assist with Request for Proposals (RFP) processes regarding AV and hybrid meeting projects.
- Assist presenters with displaying and navigating materials such as PowerPoint slides, PDFs, spreadsheets, Word documents, YouTube videos, and other media within a Zoom or Teams environment.
- Work with other IT staff across a broad range of technology needs, both within and outside the AV domain.
- Perform related duties as assigned.

CANDIDATE QUALIFICATIONS

1. Education/Training: An Associate of Arts degree in video technology, projection, and presentation systems, or a related field from an accredited college or university. Any relevant training, such as academic courses and certificate programs relevant to this job classification.
2. Experience: Three (3) years of increasingly responsible experience in professional AV repair and related experience.
3. Licenses/Certificates: Possession of a valid California Class C drivers' license and Certificate of Automobile Insurance for Personal Liability.

Knowledge of:

- Current information equipment and technologies, including but not limited to AV technology, lighting, projection and presentation systems, conferencing systems, Microsoft Office applications, and Google Apps.
- AV industry standards and developing technologies and practices.
- Collaboration technologies, including but not limited to Zoom and Microsoft Teams.
- Troubleshooting techniques and methods.
- Computer hardware, software, cabling and cable testing, terminations, and networking basics.
- Modern office procedures, methods, and computer equipment.
- English usage, spelling, grammar, and punctuation.

Ability To:

- Communicate clearly and concisely, both verbally and in writing, and relate to others in a professional, helpful manner.
- Provide excellent customer service and maintain composure when facing difficult situations.
- Organize, prioritize, and follow multiple projects and tasks to completion with attention to detail.
- Work independently while contributing to a team environment.
- Identify, troubleshoot, and resolve problems using independent judgment and under pressure.
- Maintain strict confidentiality related to sensitive information.
- Employ good technical acumen and a good eye and ear for sound and image quality.
- Establish and maintain effective working relationships with those contacted internally and externally in the course of work.
- Work the position's allocated hours, which will require frequent night and weekend obligations.

SALARY/BENEFITS

The City of Dublin offers an attractive salary compensation and benefits plan in a professional, growth-oriented environment. The salary range for the **AUDIO-VISUAL (AV) SPECIALIST** position is **\$45.2711 - \$55.5788** per hour. The following benefits will complete the compensation package:

- Classic CalPERS Members – 2.7%@55; EPMC 0%; 7% Cost Sharing; Single Highest Year
- New CalPERS Members Tier effective 1/1/13 – 2.0%@62; 3.05 Cost Sharing; 3-Year Final Avg. Compensation
- Pay-for-Performance pay system
- Choice of medical plans through PERS with the City contributing up to \$2,030.00 per month
- Post-retirement medical provided under Government Code Section 22892(b) as established by the Public Employees' Medical and Hospital Care Act (PEMHCA) through CalPERS; PEMHCA Minimum.
- City-paid full family dental insurance
- City-paid single vision plan; optional family coverage
- IRS Section 125 plan/\$1,000 annual account seed money (HRA)
- City-paid \$50,000 term life insurance
- City-paid long-term disability insurance
- Wellness reimbursement program \$25 per month
- Employee Assistance Plan
- Education reimbursement program
- Civic Service Leave (Volunteer time off) – 8 hours per fiscal year
- Fourteen paid holidays (including two floating holidays) per year
- Approximately 22 days per year of General Leave in lieu of traditional sick & vacation leave; increases with longevity

In addition to the above benefits, the City offers voluntary participation in a deferred compensation program, short-term disability program, supplemental life insurance, Dependent Care Assistance program and a credit union.

The City of Dublin does not participate in the Social Security system except for a mandatory Medicare.

ABOUT THE DEPARTMENT

The Information Systems Department is responsible for the City's technology and data infrastructure strategy, planning, and delivery. This includes short- and long-range planning for cybersecurity threat management and strategic technology initiatives. In addition, the Information Systems Department deploys and maintains the systems, software, and network infrastructure necessary to deliver secure 24x7 access to public information and City Hall resources.

ABOUT THE CITY

The City of Dublin was incorporated in 1982 and is located in eastern Alameda County, approximately 35 miles southeast of San Francisco. According to the 2020 Census, the City has a population of 72,589 within 15.23 square miles. Dublin's strategic "crossroad" location at the intersection of Interstate 580 and 680 has made the City freeway close and conveniently accessible to the Bay Area with two BART stations.

COMMITMENT TO COMMUNITY SERVICE

The City of Dublin is continually striving to enhance the services provided to our customers. The City organization is committed to creating a challenging and rewarding environment in which all employees representing the City are motivated to respond to the needs of the City's customers. In setting high standards for ourselves, we take pride in:

- Being a responsive and proactive City team, in touch with the changing needs and expectations of the Dublin community.
- Providing the highest level of quality service in all City programs and activities.
- Promoting a "can do" attitude using common sense along with technical/professional knowledge.
- Being committed to high professional standards. A professional attitude encourages an objective approach to analyses of issues.

- Providing information and resources to our customers in a friendly and helpful manner.

THE SELECTION PROCESS

The best qualified candidates, as determined by an initial screening of applications, will be invited to participate in an interview process which will consist of written and/or oral components. Finalists may be requested to submit personal information necessary to conduct a complete background investigation prior to a final selection by the City.

Candidates who successfully complete the interview process may be placed on an employment eligibility list. This list may be canceled at any time, without notice to candidates. All offers of employment are conditional upon the ability to provide verification of authorization to work in the United States.

EQUAL OPPORTUNITY EMPLOYER

In accordance with Federal and State laws, the City of Dublin does not discriminate on the basis of race, religion, color, national origin, ancestry, handicap, disability, medical condition, marital status, sex, or age.

The City of Dublin will make reasonable accommodations for the participation in employment, programs, and facilities. Please notify Human Resources at (925) 833-6650 regarding the type of reasonable accommodations needed within three days following recruitment closing date.

HOW TO APPLY

Apply online at www.CalOpps.org. Once there, click on “**Member Agencies,**” “**City of Dublin,**” then on “**Audio-Visual (AV) Specialist,**” and “**Apply Now.**” Applications must be received by 5:00 p.m. on Friday, April 7, 2023. No faxed or e-mailed applications or postmarks will be accepted.

THIS ANNOUNCEMENT is meant only as a general description guide and is subject to change. The information contained herein does not constitute an expressed or implied contract of employment and these provisions are subject to change.