

Job Description

Job Title:	Presentation Technologies Specialist
Department:	Information Systems and Technology
Reports To:	Manager Presentation & Media Production Technologies
Jobs Reporting:	None
Salary Grade:	USG 7-10
Effective Date:	December 2022

Primary Purpose

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning facilities and to offer technical assistance and services to help enhance course content and delivery in the classroom and online, activities on which the University's academic activity is dependent. This position is accountable to the Manager Presentation & Media Production Technologies, for the installation, configuration, programming, design, and support of the technology, services, and processes as provided to the University, within the Manager's units and group's areas of expertise, based on the key accountabilities for each USG level.

Key Accountabilities

The extent of the accountabilities listed below are dependent upon the incumbent's competency level as outlined in a separate document.

1	Installation, Maintenance and Repair <ul style="list-style-type: none"> • Initiates firmware upgrades to individual system components, verifies functionalities and tests system integrity. • Works with vendors to diagnose and resolve problems and equipment defects, and to co-ordinate and install upgrades to system components. • Interacts with managers and senior staff of other UW units and with vendors on planning for system-component upgrades and on monitoring for, reporting, and resolving problems. • Coordinates installation and repair work with UW campus and external partners. • Performs troubleshooting and testing tasks in all areas: lectern equipment functionality, signal transmission, network configuration, sound levels, video camera and on-line collaboration system components. • Performs infrastructure installation /removal, and preventive maintenance tasks based on the project scope and directives. • Performs troubleshooting and testing tasks in all areas: equipment functionality, signal transmission, network configuration, sound levels. • Other duties as assigned.
2	Customer support <ul style="list-style-type: none"> • Manages and tracks support requests and service-inquiry calls. • Provides equipment recommendations and advises the customers on costs and timelines. • Develops proposals, specifications, work schedules for basic to high complexity systems, and contributes to the planning for installations. • Works with vendors to diagnose and resolve problems and equipment defects.

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	<ul style="list-style-type: none"> Provides assistance with equipment utilization problems including emergency response and troubleshooting, as well as user instruction and training. Diagnoses reported presentation technology issues to determine whether the cause is software, hardware, or an end-user action and completes repairs and advises customers as appropriate. Advises clients on the cost of equipment move/add/change requests. Provides assistance with investigation of and preparation for deployment of new features. Provides day-to-day technical guidance, work coordination, mentoring, and job supervision.
3	<p>Project coordination and planning</p> <ul style="list-style-type: none"> Develops proposals, specifications, cost estimates, and work schedules for campus-backbone, building-internal, and departmental/workgroup infrastructure in the presentation technologies space. Provides on-site guidance to less-experienced technicians and co-op students under the general direction of the System designer and in accordance with established manufacturer, industry, and UW standards. Confidently tackles complex issues with senior leadership, project/program team members, and stakeholders. Oversees site surveys to determine placement of technology components. Provides advice to constituency units (faculties, departments, etc.) with regards to physical device location planning. Provides project leadership on medium to large installations. Monitors the progress and quality of work assigned by ITMS to outside contractors. Certifies design and installation work performed by designated internal and /or external resources in the area of expertise. May be required to serve on campus committees, on behalf of Manager. Ensures that safety protocols are followed.
4	<p>People management</p> <ul style="list-style-type: none"> Leads system installation teams and mentors junior team members. Offers strong, effective communication skills to enable facilitation, negotiation, information flow, buy-in and team member involvement. Escalates and facilitates discussions for difficult decisions to be made to recover the project when appropriate. Evolves the understanding and communication of project roles and responsibilities and how they may relate to other areas of expertise within the project (e.g. networking, Plant Ops) Acquires trust and respect. Directs and/or coordinates the work of team members to enable appropriate allocation of resources while accounting for skills, availability, training requirements, and distribution of work.
5	<p>System design and configuration</p> <ul style="list-style-type: none"> Establishes strategies and performance standards, subject to review, conforming to management objectives. Develops end-to-end presentation technology system solutions. Performs system device configuration.

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- Performs basic to high complexity system design.
- Analyzes trouble systems and applies problem solving skills and expertise to identify issues and offer appropriate solutions.
- Analyzes the technical solutions and designs proposed by external integrators and ensures compliance with University of Waterloo standards and design recommendations.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education:

- Relevant technical education and/or certification required.
- Industry and manufacturer certifications are a significant asset.
- Valid provincial driver's license.

Experience:

The career-path competency table is the base from which the following descriptions are derived. Each level of the Specialist position builds upon the prior levels. Details at each level will evolve in response to changes in technology and the needs of the University. Progression is in recognition of substantial increases in depth and breadth of expertise with technologies (configuration, installation, design, programming), products, and techniques, complemented by increases in teamwork, communication, problem solving, leadership, and accountability. The Specialist is expected to develop competencies to at least the USG 8 level.

Knowledge/Skills/Abilities

- Effective oral and written communication skills and ability to communicate issues, concerns, and status to leadership and project managers.
- Ability to work and think independently and ensure deadlines are met.
- Ability to analyze situations, make decisions, and solve problems under pressure.
- Knowledge of complex wiring configurations and/or signal flow for audio, video, control, and network.
- Control system programming changes and troubleshooting capabilities.
- Ability to use hand and power tools in a safe and efficient manner.
- Knowledge and application of industry and University installation safety codes and standards.
- Proficient with computers and standard office programs

Nature and Scope

- **Contacts:** External contacts may include software vendors, consultants, relevant government agencies, and representatives of other academic institutions. Internal contacts could include staff, students, and senior management across campus, depending on the project and task. Collaboration within and sometimes across projects with teams, managers, PMs, sponsors and senior management. Nature of interaction varies across USG levels from exchanging information and coordinating activities to providing advice and guidance and/or influencing/motivating others.

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- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance and training to others. Incumbents are responsible for achieving success for their assigned projects by building effective, collaborative relationships with the sponsor, stakeholders, vendors, consultants, and team members, adapting to client needs while still ensuring the project is managed appropriately based on size and complexity.
- **Decision-Making Authority:** Participates in the Presentation Technology team's activity planning process. Makes on the spot decisions relative to course of action to remedy equipment failures. Develops system installation and maintenance schedules.
- **Physical and Sensory Demands:** Must be able to lift and carry heavy supplies and equipment (up to 50 lbs), ability to move regularly across campus to deliver and install equipment. Able to work on raised platforms. Requires exertion of physical or sensory effort resulting in moderate fatigue and strain. Ability to multitask in a busy work environment
- **Working Environment:** Campus based, mix of desk and onsite across campus. Occasional travel required. May be required to be on-call with flexible work hours, including weekends. This position will be in contact with a wide variety of internal and external people at all levels of responsibility and must maintain excellent relationships. This requires excellent personal and communication skills. Exposure to stress and pressure to complete designs/installations and/or troubleshoot and fix issues based on client demands and timelines.