



Audio/Video Systems Specialist I

Job Code	20000087	Job Family	Facilities	Professional / Knowledge Worker	
Department	Sec Serv Bus Continuity	Reports to	Mgr Sec Srvs & Bus Cont	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2052	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Helps supports District audio visual (AV) systems. Provides support for conferences and meetings. Assists with events and large meetings when required. Assists with usage of AV systems. Promotes Training and Technology Center usage in support of the District's business and public objectives. Other duties as assigned by AV Systems Specialist II and III.

Accountabilities

Accountability #1

Increase the public's confidence in the quality of AV Systems assistance by ensuring systems are running properly, being responsive to requests and needs, and similar responsibilities.

Accountability #2

Assist in leveraging technology to deliver outstanding value to our customers by keeping up to date on AV advances, being responsive to the needs of stakeholders, and assisting AV Specialists II and III in prompt installments and repairs, and similar responsibilities.

Accountability #3

Deliver excellent customer experiences through cross group partnership and collaboration that improves effectiveness and results of our AV systems. Accomplished by assisting with large meetings and events, being flexible to assist with the Training and Technology center needs and events, providing equipment on an as needed basis District wide, and similar responsibilities.

Accountability #4

Deliver excellent customer experiences through reliable, dependable, predictable AV service by being prompt in delivery and assistance of public and employee AV needs and maintaining and updating AV systems, and similar responsibilities.

Accountability #5

Deliver exceptional value to our customers through continual improvement and innovation by using experiences to suggest and if needed work on process improvements that increase efficiency, effectiveness, use of resources and similar responsibilities.

Accountability #6

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Business Administration, Computer Science, Communications, or related field;

OR

Four (4) years of experience providing AV technology support in a business setting.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Washington State Driver's License.

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Audio-visual equipment

Customer Service concepts and techniques

Use PC's and related software (i.e., records utilization, spreadsheet, database and word processing)

Communicate effectively, both orally and in writing, with people of diverse backgrounds

Operate equipment such as PCs, copier, fax, audio-visual, video conferencing, and PC projection equipment

Work in a team environment with a strong customer focus for both internal and external customers.

Preferred Skills and Abilities:

Up to date and experienced with emerging audio and video streaming technologies

Training in general business and marketing practices and techniques

Ability to respond to AV issues or problems after hours.

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Professional / Knowledge Worker".

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication

- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List

Frequency

Sit	Occasional (11-33%)
Walk	Frequent (34-66%)
Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)
Crawl	Seldom (1-10%)
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Occasional (11-33%)
Use Keyboard /mouse	Occasional (11-33%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Occasional (11-33%)
Fine finger manipulation	Occasional (11-33%)

Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Occasional (11-33%)
Carry (note weight in open text box below)	Occasional (11-33%)
Push/Pull (note specifics in open text box below)	Occasional (11-33%)
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Seldom (1-10%)
Work alone	Frequent (34-66%)
Work as a member of a team	Occasional (11-33%)
Follow standards for work interactions	Frequent (34-66%)
Write communications for clarity and understanding	Occasional (11-33%)
Speak with clarity with others	Frequent (34-66%)

Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)

Reasoning

	Frequency
Read and interpret data	Seldom (1-10%)
Count and make simple arithmetic additions and subtractions	Seldom (1-10%)
Use intermediate and/or advanced math	Never

Organization

	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Occasional (11-33%)
Direct work activities of others	Seldom (1-10%)

Resilience	Frequency
Work under pressure	Occasional (11-33%)
Work for long periods of time	Seldom (1-10%)
Work on several tasks at the same time	Occasional (11-33%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment	
Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Occasionally - 1x quarter or 4-6 times a year 0

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.