

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 ▪ www.QuilCedaVillage.org



Quil Ceda Village
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JOB TITLE: Audiovisual Technician

DEPARTMENT: Tulalip Data Services

JOB DESCRIPTION: Work within a team of technical specialists who provide technology support solutions for Quil Ceda Village and the Tulalip Tribes. This person provides on-site and remote assistance of audiovisual systems, software, and other technologies; identifying and correcting malfunctions and/or other operational problems. They will also troubleshoot, repair, configure and install or replace audiovisual technologies and equipment such as microphones, speakers, cameras, digital displays, projectors and other associated devices.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: IT Manager

EDUCATION:

- High School Diploma or GED equivalent required
- Current AVIXA CTS Certification preferred
- Current CompTIA A+ certification preferred

SKILLS:

- Must have strong customer services skills
- Must have excellent verbal and written communication skills
- Must be self-motivated with the ability to effectively prioritize and execute tasks
- Must work well under pressure and within time restraints
- Must be able to troubleshoot, identify, and replace failed system components
- Must have the ability to comprehend and evaluate audiovisual system drawings
- Must have knowledge of current audiovisual and videoconference technologies
- Must be familiar with Crestron, Biamp, Polycom, Shure, and Middle Atlantic systems
- Must be able to keep accurate documentation of repairs and configurations

EXPERIENCE:

- Must have a minimum 5 years of experience installing and/or servicing audiovisual systems, broadcast services and related technologies
- Must have a minimum 3 years of experience in a corporate environment with client facing field experience of audiovisual systems to include video conferencing.

OTHER REQUIREMENTS:

- Must work well in a team-oriented, collaborative environment
- Knowledge of Mac OSX computer systems and peripherals
- Knowledge of Android, iOS, and other smartphone operating systems
- Knowledge of network protocols such as TCP/IP, DNS, DHCP, SMTP, HTTP, and, HTTPS
- Knowledge of EIA/TIA network standards, protocols and installation procedures
- Knowledge of network equipment and tools such as cable crimpers, testers and tracers

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, bend, stoop and walk for prolonged periods of time
- Ability to lift and carry 40 lbs. on a frequent basis
- Must have a valid Washington State Driver's license and active auto insurance
- Must be able to successfully pass an initial and periodic background checks
- Must be willing to attend progressive job-related training as requested
- Must be able to work evenings, weekends, staggered schedules and/or holidays as needed
- Must have a successful employment history with the Tulalip Tribes or current/past employers

SPECIFIC JOB PERFORMED:

- Supports videoconference connections and troubleshoots connectivity issues
- Designs conference room systems and coordinates installation of video, mic and sound systems
- Performs technical support for requests restore system functionality
- Coordinates advanced technical support for various department(s) as a project team member
- Provide direct assistance and training to end users in the operation of audiovisual systems
- Troubleshoot, identify, repair and/or replace faulty audiovisual system components
- Install, configure, test, and maintain audiovisual systems and related hardware and software
- Perform routine preventative and corrective maintenance on various types of audiovisual equipment
- Manages problem resolution, documents hardware and/or software issues and makes recommendations to address recurring end-user request for service
- Performs virtual assistance via remote desktop/control of end-user systems for troubleshooting, configuration/change and training purposes
- Participates in an on-call rotation providing technical support on weekends and special events
- Performs other related duties as deemed necessary or requested

RATE OF PAY: \$26.69 to \$37.55 per hour, depending on qualifications

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.