

JOB DESCRIPTION:	Video Communications Technician		
DEPARTMENT:	Video Communications – Academic Affairs		
REPORT TO:	Video Communications Manager/Director		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Non-Exempt
CUPA HR CLASSIFICATION:	610010	DATE APPROVED:	05-MAY-2021
		DATE MODIFIED:	25-MAR-2025

SUMMARY: Performs a wide range of technical and support services for video conferencing to assist faculty, staff, students, and the community.

DUTIES:

1. Installs electronic communications and computer-based equipment including video conferencing systems, lecture capture equipment, conference telephones, laptops, classroom teacher stations, audio visual and streaming equipment for live events, and desktop videoconferencing.
2. Troubleshoots operator error in equipment malfunctions deciding on remedial action necessary and implementing said action.
3. Schedules, monitors, and supports multipoint videoconference connections for main campus and connecting locations. Schedules, monitors, records, uploads, and edits streamed content to Video Communication servers or cloud. Supports streamed and recorded video.
4. Responsible for making minor equipment repairs and/or troubleshooting issues. Independently completes routine software and hardware installations.
5. Responsible for maintaining updated inventory of equipment assigned to the department, reporting any loss to the appropriate authority.
6. Reads and interprets documents such as safety rules, operating and maintenance instructions, and procedure manuals.
7. Assists the Video Communications Manager with determining equipment needs or upgrades for capital projects and existing or new smart classrooms.
8. Provides regular training sessions and one-on-one training opportunities for all faculty, staff, and students.
9. Researches, requests and attends technical training as the industry evolves.
10. Writes and submits routine video conferencing/lecture capture reports, various correspondence that supports department goals/requirements, classroom inventory, and storeroom inventory. Develops and maintains semester course schedule and course schedule reports.
11. Deals with problems involving several concrete variables in standardized situations.
12. Greets visitors, answers telephone calls, and provides information.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Associate's degree or a minimum of 64 college credit hours completed or 4 years of experience in the operation of communication equipment, electronics, or related technical field. One-year technical certificate from a college or technical school can substitute for 1 year of required experience. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of operation and maintenance of audio-visual equipment including proper placement and operation of equipment on work site. Speak effectively before groups of customers or employees of organization. Skills in understanding complex written instructions. Must have the ability to communicate technical guidance and instruction to users of equipment

and software. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Works in an environment subject to changing priorities and schedules. Normal office, classroom and/or auditorium/production environment. May travel some within the community when needed. May be required to lift normal office equipment and materials. Ability to read information from computer screens, forms and other printed materials and information. Ability to communicate clearly in conversation and general communication. Ability to communicate via telephone, telephone systems, and face-to-face interactions. The ability to type, write, stand, reach, bend, crouch, walk, kneel, and sit for extended periods are essential physical skills needed for various tasks or jobs. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. A valid New Mexico driver's license.
 - b. Must pass a Defensive Driving Course within six (6) months of hire date. (If applicable for the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)