**UNIVERSITY OF MAINE SYSTEM**

**JOB DESCRIPTION**

I. Title: Senior Classroom Technology Engineer

Department: Classroom Technology – University Services IT

Campus: UMaine, UMA- Bangor or USM campus preferred, candidates from other locations will be considered

II. Organizational Relationships:

A. Reports to: Director of Classroom Technology

1. Works with: Works with the Classroom Technology team and the unified Campus Services/Media Services team members to lead the integration and installation of classroom technology systems on all campuses.
2. Coordinates with: Instructional designers, faculty, students, NetworkMaine staff, facilities, administrative staff, UMS staff, hardware/software vendors
3. Internal Relationships: The Senior Classroom Technology Engineer has contact with faculty, staff, and students. He/she coordinates with departmental staff at all campus locations on such matters as classroom design development, inventory, equipment installations, ordering, operation of equipment, documentation, training and Tier3 troubleshooting.
4. External Relationships: The Senior Classroom Technology Engineer has routine external contacts with vendors regarding equipment acquisition or repair. He/she is required to provide routine and non-routine procedural information to persons both inside and outside the university on a regular basis in a professional and diplomatic manner. This position works with other institutions and practitioners of classroom design to share and learn best practices and innovations.

1. Statement of the Job: To perform the duties necessary to ensure proper engineering, planning, design, maintenance and integration of audio and video systems, components and technologies used by the UMS in fulfilling its academic mission. The Senior Classroom Technology Engineer provides design and consultative services for the provision and installation of classroom technology for all campuses teaching and learning spaces. Researches and proposes classroom technology purchases and installations.

II. Major Duties of the Position:

1. Responsible for resolving detailed, complex technical issues involved in implementation and ongoing operations of integrated multi-media, classroom and audio-visual equipment and devices. Plan, manage and participate in the construction, installation, documentation, maintenance, and repair of teaching and learning spaces.
2. Analyze customer's requirements in order to design teaching and learning spaces that meet the faculty and customers needs. Consideration must be given to interoperability of new and modified systems with existing UMS and external systems to maintain system and network standardization. Provide consultative and design services for customers.
3. Lead and support technical staff on UMS campuses on complex classroom audio/visual technology issues. Works with NetworkMaine staff, faculty and other system users to identify technical requirements and solve technical problems.
4. Engineers, integrates, installs, maintains, and configures applicable multi-media, classroom and audio-visual equipment.
5. Coordinates with the Director of Classroom Technology to ensure strategic planning and investment expectations for teaching and learning spaces are being met.
6. Investigates new classroom instructional technologies and makes specific equipment recommendations to the Director of Classroom Technology relating to classroom design, technology and maintenance to support the long term goals of UMS.
7. Plans, implements and tests the installation of classroom/distance learning technology and audio/video equipment.
8. Analyzes equipment repairs and equipment needs and recommends modifications if needed for all UMS classrooms.
9. Configures and programs classroom technology such as control systems (AMX, Crestron or Extron), matrix mixers and switchers, codecs and DSPs.

III. Secondary Duties:

1. Exemplifies for the US:IT Media Services and non-IT Media Services staff members located at the UMS campuses industry best practices in installing and supporting classroom technology.
2. Produces documentation and delivers or coordinates training of all stakeholders involved with a project or system installation.
3. Coordinates the purchase of applicable equipment, parts, and/or other related inventory or supplies for assigned area of responsibility.
4. Maintains inventory of classroom technology equipment.
5. Performs other duties as assigned by supervisor.

IV. Budget Responsibilities:

No direct budget responsibilities. Evaluates equipment repairs and needs; recommends to Assistant Director modifications if needed for all UMS classrooms.

V. Supervisory Responsibilities:

No direct supervisory responsibilities. Leads the unified Campus Services team members installing classroom technology systems on assigned campuses.

VI. Public and Professional Activities:

1. Represents US:IT for the University of Maine System, on professional committees as assigned or otherwise appropriate.
2. Attends workshops and conferences to maintain professional proficiency.
3. Develops a pattern of professional participation and involvement through research, service, and/or other available avenues.

VII. Knowledge and Skill Qualifications:

1. Excellent oral, written, interpersonal and customer service skills with a focus on providing a high-level quality customer experience. Ability to effectively communicate and interact with faculty, staff, vendors, and off-campus organizations.
2. Provide mentoring and leadership to Classroom Technology, Media Services staff and work study students. Proven ability to work effectively with and lead distributed teams.
3. Demonstrated strategic thinking and planning skills including delegation of assignments and responsibilities for managing multiple classroom technology projects. Proven ability to organize, lead and execute complex schedules.
4. Ability to keep current with developing classroom and audio visual technologies.

B. Required:

1. Demonstrated experience designing and engineering complex audiovisual systems including audio processors, control systems, display devices, video codecs, media players, and A/V signal routing and processing equipment.
2. Knowledge and familiarity with industry best practices with regards to professional installations, cabling, and signal flow.
3. Bachelor’s degree in instructional media technology or related field and one year audiovisual support experience OR five years classroom instructional media and technology experience
4. Demonstrated experience with the operation, implementation and support of traditional and emerging audiovisual technology.
5. Demonstrated experience with classroom technology installation practices.
6. In-depth knowledge of traditional and advanced audiovisual media hardware, software, and presentation techniques.
7. Knowledge of emerging classroom instructional technologies such as computer hardware and software, and automated control systems.

A. Preferred:

In addition to the above qualifications:

1. Experience with live event audio visual support, planning and direction
2. Professional certifications or license such as CTS or CTS-D.
3. Working knowledge of Extron, AMX or Crestron controllers
4. Experience reading audiovisual and installation related drawings.
5. The ability to configure and make changes to BiAmp and Digital Signal Processors.
6. Experience in a higher education setting.

VIII. Physical Requirements/Working Conditions:

1. Must possess valid class III driver's license; travel to UMS campuses and locations is expected.
2. Must be willing to respond to emergency calls.
3. Must be able to lift and carry 40 pounds.
4. Work will normally be performed Monday through Friday, 8:00AM – 5:00PM. Unpredictability is inherent in this position, requiring scheduling flexibility.

Signatures: The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

Employee: Date:

Immediate Supervisor: Date:

SYSTEM WIDE SERVICES RESERVES THE RIGHT TO ASSIGN REASONABLY RELATED ADDITIONAL DUTIES AND CHANGE OR REASSIGN JOB DUTIES.