

Audio Visual Specialist

Job Code: 6576

Salary Grade: S08

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Fills a critical role in carrying out the mission of the Learning Spaces team by creating and maintaining the best learning and teaching environments using world-class information technology services. Plays an integral support role within the Learning Spaces team regarding the planning, coordinating and execution of a wide range of audio visual (AV) and classroom technology related support needs. Responsible for providing AV-related troubleshooting and support to university constituents in a professional and timely manner.

- Ensures operational continuity of classrooms, conference rooms, and AV technologies campus-wide.
- Expert provider of system support services including installation, troubleshooting, repairs or replacement.
- Employs safety standards, university tools and procedures to provide world-class services campus-wide.
- Supports, facilitates and cross-trains Learning Spaces staff on numerous aspects of AV support in order to improve and expedite support response times and quality of service.
- Some aspects of this support includes training materials and documentation for internal staff as well as constituents.
- Supports the Learning Spaces team in all manner of initiatives, projects, daily duties, and necessary tasks.
- Ensures safe work guidelines and best practices are followed.
- Manages, coordinates and executes a wide range of AV-related projects throughout the campus. This includes working with multiple constituents, contractors and sub-contractors all while serving as a primary client liaison between all necessary parties.
- Assists with conducting the many facets required of AV projects such as site survey, quote creation, and project execution.
- Provides customer service all while ensuring projects are managed from start-to-finish in a timely and professional manner.
- Performs various duties as needed to successfully fulfill the functions of the position.

Minimum Qualifications

Education:

Required: Bachelor's degree.

Equivalency/Substitution: Will accept 48 months of experience in lieu of the Bachelor's degree for a total of 72 months' related experience.

Experience:

Required: 24 months of experience in audio-visual troubleshooting, support, installation, engineering, or system design.

Certifications or Licenses:

- Valid Driver's License to drive OU vehicles.

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to speak, read and write clear, concise English
- Strong written and oral communication
- Excellent time management, organization skills
- Experience in scheduling and conducting meetings
- Highly organized and able to handle multiple projects and deadlines
- Detail oriented
- Customer service experience.
- Basic knowledge of enterprise technologies such as networks, storage, identity management, cloud services, security, Windows OS, Mac OS, desktop solutions, Microsoft Office suite, etc.
- Familiarity with video conferencing solutions and with emerging technologies
- Contributes to continual improvement

Working Conditions

Physical:

Ability to lift heavy objects in excess of 50+ lbs. Ability to sit or stand for long periods of time. Ability to climb, crouch, bend, or stoop. Ability to engage in repetitive motions. Ability to perform overhead-work and work in confined spaces. Ability to work in any place including above or

below ground level and on ladders.

Environmental:
Standard Office Work Environment.

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