



Position/ Title:	Audiovisual Technician		
Group/ Department:	KTP Operations		
Location:	Washington, DC	Travel Required:	Travel Required
Level/Salary Range:	\$18/ HR	Position Type:	Part-Time Hourly
Reports to:	Project Manager	Consideration Date:	01/01/22
URL:	www.kingdomtechpartners.com		
External URL:	Internal Only		

Applications Accepted By:

EMAIL:

LORI GUYETTE, HUMAN RESOURCES
LORI@KINGDOMTECHPARTNERS.COM

MAIL:

KINGDOM TECHNOLOGY PARTNERS, LLC
PO BOX 303, MONROVIA, MD. 21770

Job Description

ROLE AND RESPONSIBILITIES

Kingdom Technology Partners, LLC is a small veteran and family-owned business that has over 60 years of combined audio, video, lighting, and presentation experience. Kingdom Technology Partners strives to partner with organizations, most commonly houses of worship, and provide excellence through technology to help organizations use technology to reach their goals. Our company prides itself on not only providing proposals for installation of technical equipment but providing customizable partnership solutions. We understand that there is much more to technical systems than installing, configuring, commissioning, and turning the system over to our clients to make the systems and our clients successful. We understand that preventative maintenance and proper maintenance extends the life of technical equipment. We strive to build a partnership with our clients to understand their mission and vision. Understanding the short term and long-term vision of our clients is important to ensure that the technical system's we provide are high quality, reliable, scalable, and provide all the functionality needed to complete their mission and vision for years to come.

Kingdom Technology Partners is actively seeking an Audiovisual Technician that has a primary role to serve our higher education client located in Washington, DC. The secondary roll is to serve as an Audiovisual Technician on-call if the school needs to extend their times outside normal school hours or if Kingdom Technology Partners needs additional help in its daily operations.

Responsibilities of this position shall be but not limited to:

Audio/Visual:

- Thoroughly check all AV equipment in the morning
- Troubleshoot and resolve identified AV issues in classroom
- Log and report unresolved issues into daily classroom report
- Take appropriate action to resolve AV issue
- Contact external AV vendor
- Provide AV assistance to student technicians, professors, lecturers, and faculty.

- Aid with using AV Equipment
- Support with VTC requests
- Assist in connecting external devices to classroom AV system
- Setup external microphones
- Maintain AV inventory and closet
- Keep update with necessary AV supplies
- Keep accurate inventory of major AV equipment
- Laptops
- Cisco Conference Phone
- Check on operational data jacks
- Software support and updates on PC

AV Email:

- Consistent check on emails (both KTP and client emails)
- Answer questions regarding AV inquiries
- Guide customers to FAQs regarding AV
- Setup tutorials and training sessions with customer
- Find answers to new question in technology

AV Database:

- Maintain AV issues log
- Send out daily schedule
- Keep on task of status of unresolved AV issues

Panopto:

- Record lectures w/Panopto
- Know all features
- Reach out to Panopto support to resolve issues
- Find, edit, and assign recordings to proper location

Teleconferencing Apps and Support:

- Provide support thru various apps including (WebEx, Zoom, Microsoft Teams, Google Meetings)
- Provide training
- Scheduling WebEx sessions

Other Assigned Responsibilities:

- Place daily classroom schedules outside classroom
- Maintain classroom standard
- Keep classroom supplies stocked (markers, towels, etc)
- Monitor classroom condition and report issues noticed
- Submit classroom discovered issues in thru online FixIt system
- Patch and Paint
- Maintain health compliance with school regulations and health codes
- Report Electrical Issues
- Monitor adequate classroom temperatures

- Update Classroom Services Website

Summary:

- Performs daily room checks to ensure classroom equipment are properly maintained
- All aspects of in-room operation and presentation assistance
- Trains customers with basic AV equipment and controls
- Ability to, test, diagnose, and modify audiovisual control systems (Crestron, etc.).
- Handles minor equipment repairs, coordinates major repair work as appropriate

Characters:

- On time
- Consistency
- Proactive
- Problem Solver
- Innovative

Schedule:

- Monday: 7am-12pm
- Tuesday: 7am-4pm
- Friday: 7am-4pm
- *Must be flexible outside normal operating hours should the school need to modify their schedule.*

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma required. Technical experience is preferred but not required. 3+ years of Customer Service Experience is required.

PREFERRED SKILLS

- Experience in customer service.
- Understanding of basic computer applications.
- Basic Project Management concepts (ie. Budgeting, Timeline, and Completion of Tasks)
- Ability to build consensus and relationships among managers, partners, and employees.
- Excellent verbal and written communication skills.
- Solid understanding of the audiovisual industry.
- Understanding of policy, planning, and strategy.
- Ability to develop, implement and review policies and procedures.
- Ability to oversee budgeting, reporting, planning, and auditing.
- Understanding of necessary legal and regulatory documents.
- Ability to address problems and opportunities for the company.
- Ability to build alliances and partnerships with other organizations.

ADDITIONAL NOTES

Must submit and pass a criminal background history check, including credit history check, and meet company policies as it pertains to the hiring process.

Must comply with company policies, dress codes, rules, and regulations as outlined in the Employee Handbook.

Must responsibly maintain company vehicles and assets to include keys, passcodes, credit cards, tools, and equipment (if applicable).


EMPLOYEE PACKAGE

1. This position is not eligible for Paid Time Off (PTO) or Annual Leave. Any time off is unpaid time off.
2. This position is not eligible for paid sick leave.
3. This position is not eligible for health insurance or life insurance benefits.
4. This position includes travel benefits with WMATA/ Metro Rail and parking reimbursement at Metro facilities.

Kingdom Technology Partners, LLC prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information, and any other class of individuals protected from discrimination under state or federal law in any aspect of the access to, process of hiring, or treatment of staff in its programs, activities, or in employment and application for employment. Furthermore, company policy includes prohibitions of harassment of employees, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination.

Kingdom Technology Partners, LLC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and our clients.

Reviewed By:	Matt Walters, Project Manager	Date:	12/12/21
Approved By:	Pete Guyette, Owner	Date:	12/13/21

APPROVED:  DATE: 12/12/21
SIGNATURE OF AUTHORIZED OFFICIAL