 **Video Network Specialist II Standard Job Description**

**Classification Title:** Video Network Specialist II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 67

**Job Description Summary:**

The Video Network Specialist II, under general supervision, leads the installation, modification, and repair of video teleconference systems across the System.

**Essential Duties and Tasks:**

**40% Installation and Maintenance of Video Conferencing Systems**

* Leads the installation, modification, and repair of video teleconference systems.
* Operates and maintains video conference bridges.
* Oversees videoconference scheduling.
* Records, streams, and archives video conferences.
* Verifies AV connection issues.

**20% Technical Support and Troubleshooting**

* Performs video conferencing technical support and troubleshooting.
* Oversees the Help Desk.
* Monitors assigned incidents and help requests through established response and resolution times.
* Provides timely updates and effective communication methods to keep campus members informed.

**10% Training and Documentation**

* Trains student operators.
* Assists with developing operational and troubleshooting policies.
* Assists in creating internal documentation, including knowledge articles and operational procedures.

**10% Professional Development and Compliance**

* Participates in training and professional development sessions.
* Participates in applicable IT training and professional development activities yearly, as approved by IT Leadership.
* Maintains documentation on AV systems and equipment information.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.
* Two years of related experience in video teleconferencing systems.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**