



Duties and Tasks	Knowledge of	Skills and Abilities	Tools, Equipment, and Resources
A Creating AV Solutions			
I Conduct A Customer Needs Analysis			
	allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking) audiovisual products and appropriate application basic and specialty measurement instruments client needs (e.g., existing infrastructure, standards, desired outcomes) customer service techniques general audiovisual systems general physics industry jargon industry product trends IT and networking knowledge of conversions (e.g., metric, imperial, date/format) local codes and regulations PPE requirements project budget project schedule questioning techniques site access (e.g., physical, logistical, distance, utilities) site infrastructure (e.g., cable pathway, power, data) site specific attributes (e.g., room and electrical acoustics, lighting HVAC, Furniture, finishes, sightlines, historical, zoning) site substructure types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC)	ability to coordinate with allied trades ability to document findings ability to identify the location of required services ability to inquire about customer goals ability to interpret measurement instruments ability to read architectural drawings and schematics AV math skills basic math skills design skills interviewing skills measuring skills observational skills presentation skills professional communication skills research skills technical writing skills	architectural drawings benchmarking samples budgeting software building regulations and codes camera computer internet local codes and regulations measuring tools PPE scheduling software schematics and drawings (e.g., architectural, mechanical, electrical, HVAC) site survey form specialty measurement instruments (e.g., sound meter, light meter, multimeter) specialty measurement software tool kit



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2 Conduct Site Survey (e.g., lighting, access, acoustics, seating, finishing, architectural features, dimensions, logistical constraints)			
	acoustics allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking) ambient and artificial lighting audiovisual products and appropriate application basic and specialty measurement instruments client needs (e.g., existing infrastructure, standards, desired outcomes) furniture and furniture layouts historical and heritage considerations HVAC inspection techniques IT and networking knowledge of conversions (e.g., metric, imperial, date/format) local codes and regulations PPE requirements room finishes sightlines site access (e.g., physical, logistical, distance, utilities) site infrastructure (e.g., cable pathway, power, data) site substructure types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC) zoning and planning considerations	ability to coordinate with allied trades ability to document findings ability to identify the location of required services ability to inquire about customer goals ability to interpret measurement instruments ability to read architectural drawings and schematics AV math skills basic math skills interviewing skills measuring skills observational skills professional communication skills research skills	building regulations and codes camera communication devices (i.e., two-way communication) computer internet local codes and regulations measuring tools PPE schematics and drawings (e.g., architectural, mechanical, electrical, HVAC) site survey form specialty measurement instruments (e.g., sound meter, light meter, multimeter) specialty measurement software tool kit
3 Develop an AV Project Scope (e.g., AV solution, components)			
	audiovisual products and appropriate application allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking)	ability to coordinate with allied trades ability to document findings	budgeting software completed site survey form



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	<p>client needs (e.g., existing infrastructure, standards, desired outcomes) equipment and resources availability general physics industry standards and best practices internal company standards IT and networking</p> <p>knowledge of conversions (e.g., metric, imperial, date/format)</p> <p>project budget project schedule site conditions from site survey (e.g., power, ambient sound, light) site infrastructure (e.g., cable pathway, power, data) site specific attributes (e.g., acoustics, lighting HVAC, Furniture, finishes, sightlines, historical, zoning) types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC)</p>	<p>ability to read architectural drawings and schematics AV math skills basic math skills basic writing skills design skills procurement skills</p> <p>professional communication skills</p> <p>research skills technical writing skills</p>	<p>computer industry resources industry standards internet local codes and regulations scheduling software</p> <p>schematics and drawings (e.g., architectural, mechanical, electrical, HVAC)</p> <p>specialty design software</p>
<p>4 Design AV Solutions (e.g., drawings, program report, bill of materials)</p>			
	<p>allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking) audiovisual products and appropriate application bills of materials client needs (e.g., existing infrastructure, standards, wants) equipment and resources availability general AV design methods general physics industry standards and best practices internal company standards IT and networking knowledge of conversions (e.g., metric, imperial, date/format) lighting level principles local codes and regulations</p>	<p>ability to coordinate with allied trades</p> <p>ability to document findings</p> <p>ability to identify the location of required services</p> <p>ability to inquire about customer goals</p> <p>ability to interpret measurement instruments</p> <p>ability to read architectural drawings and schematics AV math skills basic math skills</p> <p>conduct AV equipment needs calculations</p> <p>create specifications and drawings</p> <p>design skills</p> <p>develop diagrams</p> <p>drafting skills</p>	<p>building regulations and codes</p> <p>completed site survey form</p> <p>computer</p> <p>drafting tools</p> <p>industry resources</p> <p>industry standards</p> <p>internet local codes and regulations</p> <p>manufacturer software</p> <p>project budget</p> <p>project schedule</p> <p>Request for Change Request for Information</p>



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	power consumption principles rigging principles signal transport methods site infrastructure (e.g., cable pathway, power, data) site specific attributes (e.g., acoustics, lighting HVAC, Furniture, finishes, sightlines, historical, zoning) sound level principles thermal management principles types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC) wireless frequency management	interviewing skills measuring skills observational skills professional communication skills programming skills research skills technical writing skills	Request for Proposal schematics and drawings (e.g., architectural, mechanical, electrical, HVAC) simulation software
B Implementing AV Solutions			
I Integrate AV Solution (e.g., systems verification, supply installation, bid/tender, procurement)			
	audiovisual products and appropriate application allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking) audiovisual products and appropriate application AV systems basic and specialty measurement instruments cable termination techniques client needs (e.g., existing infrastructure, standards, desired outcomes) client needs (e.g., existing infrastructure, standards, wants) equipment and resources availability general physics grounding (earthing) industry standards and best practices inspection techniques installation techniques internal company standards	ability to access vendor technology support ability to apply troubleshooting strategies ability to conduct training ability to coordinate with allied trades ability to document findings ability to dress a rack ability to follow designs and specifications ability to identify failure points ability to identify the location of required services ability to implement corrective action (e.g., repair, replace, remove) ability to install and maintain AV equipment ability to install rigging ability to integrate AV systems ability to interpret design documentation (e.g., signal flow, schematics, diagrams) ability to interpret measurement instruments	AV project scope building regulations and codes calibration kit camera communication devices (i.e., two-way communication) computer industry resources industry standards internet local codes and regulations Material Safety Data Sheet (MSDS) measuring tools PPE product manuals project documentation (drawings, specifications, source code)



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	<p>internal escalation policies</p> <p>IT and networking</p> <p>knowledge of conversions (e.g., metric, imperial, date/format)</p> <p>ladder, scaffolding, and powered lift safety</p> <p>materials handling</p> <p>PPE requirements</p> <p>site access (e.g., physical, logistical, distance, utilities)</p> <p>site infrastructure (e.g., cable pathway, power, data)</p> <p>site specific attributes (e.g., room and electrical acoustics, lighting HVAC, Furniture, finishes, sightlines, historical, zoning)</p> <p>site substructure</p> <p>structural loads</p> <p>testing methods (e.g., continuity, lighting, SPL, system validation)</p> <p>troubleshooting checklist</p> <p>types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC)</p> <p>user interfaces</p> <p>wireless frequency management</p>	<p>ability to test leads and equipment</p> <p>AV math skills</p> <p>customer service skills</p> <p>observational skills</p> <p>professional communication skills</p> <p>programming skills</p> <p>proper cable management skills</p> <p>research skills</p>	<p>schematics and drawings (e.g., architectural, mechanical, electrical, HVAC)</p> <p>specialty measurement instruments (e.g., sound meter, light meter, multimeter)</p> <p>specialty measurement software</p> <p>tool kit</p> <p>troubleshooting checklist</p>
<p>2 Managing AV Integration (e.g., project management, training)</p>			
	<p>allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking)</p> <p>audiovisual products and appropriate application</p> <p>AV project management</p> <p>AV systems</p> <p>change management process</p> <p>client needs (e.g., existing infrastructure, standards, desired outcomes)</p> <p>customer service techniques</p> <p>general audiovisual systems</p> <p>industry jargon</p>	<p>ability to conduct training</p> <p>ability to coordinate with allied trades</p> <p>ability to document findings</p> <p>ability to evaluate job progress</p> <p>ability to inquire about customer goals</p> <p>ability to interpret design documentation (e.g., signal flow, schematics, diagrams)</p> <p>ability to maintain vendor/supplier relationships</p> <p>ability to provide customer and end-user service support</p> <p>AV math skills</p>	<p>AV project scope</p> <p>budgeting software</p> <p>building regulations and codes</p> <p>camera</p> <p>communication devices (i.e., two-way communication)</p> <p>computer</p> <p>industry resources</p> <p>industry standards</p> <p>internet</p>



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	industry product trends internal escalation policies local codes and regulations PPE requirements project budget project schedule questioning techniques training techniques and adult learning styles types and applications of drawings (e.g., architectural, mechanical, electrical, HVAC) wireless frequency management	coordinate site activities create and edit specifications and drawings customer service skills design skills drafting skills negotiation skills observational skills presentation skills professional communication skills research skills technical writing skills	local codes and regulations product manuals project budget project documentation (drawings, specifications, source code) project schedule Request for Change Request for Information Request for Proposal scheduling software schematics and drawings (e.g., architectural, mechanical, electrical, HVAC) specialty design software
C Supporting AV System Operation			
I Provide AV Support (e.g., troubleshoot, remote assistance, live event support, in-room operation, training)			
	audiovisual products and appropriate application AV systems client needs (e.g., existing infrastructure, standards, desired outcomes) customer service techniques equipment and resources availability industry standards and best practices inspection techniques internal company standards IT and networking site specific attributes (e.g., room and electrical acoustics, lighting HVAC, Furniture, finishes, sightlines, historical, zoning) training techniques and adult learning styles troubleshooting checklist	ability to apply troubleshooting strategies ability to conduct training ability to coordinate with allied trades ability to create graphical designs ability to identify failure points ability to identify the location of required services ability to implement corrective action (e.g., repair, replace, remove) ability to interpret design documentation (e.g., signal flow, schematics, diagrams) ability to mix audio ability to provide customer and end-user service and support coordinate site activities customer service skills	product manuals building regulations and codes communication devices (i.e., two-way communication) computer event documentation (e.g., agenda, client details, program, technical rider) industry resources industry standards internet local codes and regulations PPE remote access software remote access tools (e.g., joystick, microphone, camera)



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		negotiation skills observational skills presentation skills professional communication skills proper cable management skills	remote presentation platform tool kit troubleshooting checklists
D Servicing AV Solutions			
I Coordinate AV Operations			
	administrative work allied trades (e.g., mechanical, electrical, plumbing, security, comms, HVAC, IT and networking) audiovisual products and appropriate application AV systems current project scope customer service techniques equipment and resources availability industry standards and best practices knowledge of conversions (e.g., metric, imperial, date/format) local codes and regulations project budget project schedule training techniques and adult learning styles	ability to conduct training ability to coordinate with allied trades ability to liaise with customers and end-users ability to maintain vendor/supplier relationships ability to read architectural drawings and schematics basic math skills customer service skills inventory management skills management skills observational skills professional communication skills research skills resource allocation	building regulations and codes communication devices (i.e., two-way communication) computer industry resources industry standards internet local codes and regulations project documentation (drawings, specifications, source code)
2 Conduct Maintenance Activities (e.g., preventative maintenance, firmware upgrades, equipment upgrades)			
	audiovisual products and appropriate application AV systems client needs (e.g., existing infrastructure, standards, desired outcomes) equipment and resources availability general AV design methods industry standards and best practices internal company standards IT and networking	ability to coordinate with allied trades ability to document findings ability to identify the location of required services ability to install and maintain AV equipment ability to integrate AV systems ability to interpret measurement instruments ability to perform preventative maintenance of equipment ability to test leads and equipment	AV service contract AV service log building regulations and codes calibration kit camera communication devices (i.e., two-way communication) computer industry resources



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	maintenance schedules and procedures service contracts warranties wireless frequency management	AV math skills customer service skills design skills drafting skills observational skills professional communication skills proper cable management skills research skills	industry standards internet local codes and regulations measuring tools PPE product manuals project documentation (drawings, specifications, source code) specialty measurement instruments (e.g., sound meter, light meter, multimeter) specialty measurement software tool kit
3 Troubleshoot and Repair AV Solutions (e.g., analog vs digital, break/fix)			
	audiovisual products and appropriate application AV systems client needs (e.g., existing infrastructure, standards, desired outcomes) equipment and resources availability industry standards and best practices inspection techniques installation techniques internal company standards internal escalation policies IT and networking maintenance schedules and procedures service contracts troubleshooting checklist warranties wireless frequency management	ability to apply troubleshooting strategies ability to coordinate with allied trades ability to document findings ability to identify failure points ability to identify the location of required services ability to implement corrective action (e.g., repair, replace, remove) ability to install and maintain AV equipment ability to integrate AV systems ability to interpret design documentation (e.g., signal flow, schematics, diagrams) ability to interpret measurement instruments ability to perform preventative maintenance of equipment ability to provide customer and end-user service and support ability to test leads and equipment AV math skills customer service skills observational skills professional communication skills proper cable management skills research skills	AV service contract AV service log building regulations and codes calibration kit camera communication devices (i.e., two-way communication) computer industry resources industry standards internet local codes and regulations measuring tools PPE product manuals project documentation (drawings, specifications, source code) specialty measurement instruments (e.g., sound meter, light meter, multimeter) specialty measurement software tool kit troubleshooting checklists