

Audiovisual Services Supervisor

Department: Technology & Information Services

Organizational Relationship: Reports to the Manager of Technology

FLSA Status: Exempt

Last Updated: June 11, 2024

General Summary:

The Audiovisual Services Supervisor is responsible for supervising the daily functions of the local Audiovisual support staff. They supervise all aspects of conference center and collaborative space infrastructure and training, including audio conferencing, video conferencing, and meeting support. The Supervisor provides senior-level operational and technical support for all audiovisual components and technology equipment in conference rooms, including all display types, codecs, microphones, and control systems.

The Supervisor is also responsible for the effective coordination, leadership, and mentoring of office Audiovisual support staff. Working closely with the Technology Manager, the Supervisor prioritizes and schedules team resources to ensure all event technical support needs are met.

The Supervisor is responsible for effective project management, translating team goals and objectives into well-defined project plans, including milestone objectives and using reporting tools to effectively track progress. They are additionally responsible for coordinating and maintaining relationships with external integrators and vendors to ensure the conference center and collaborative spaces remain fully operational.

Essential Duties and Responsibilities:

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Supervises, trains, and coaches the Audiovisual support staff and leads them in their professional development endeavors
2. Promotes and educates employees on current Latham technologies and services via lunch demonstrations, practice group meetings, one-on-one visits, and new hire orientations
3. Assists with projects and initiatives as needed, including quality assurance testing, diagnostics and systems integration work, and assists in the development of office-wide implementation plans, including carrying out the plans
4. Ensures that all conference rooms are outfitted with appropriate audiovisual and technology components based on size of room and functionality requirements, which include systems for audio and videoconference calls, PC-based presentations, Intranet/Internet wireless connections and in-room amplification
5. Ensures that all audiovisual and technology equipment and applications in conference rooms are functioning and ready for use in advance of the start of scheduled meetings (e.g., computers, displays, codecs, etc.)

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6. Schedules and coordinates daily checks of the conference rooms to ensure that all equipment is working properly; coordinates with audiovisual technology vendor and/or other members of the Technology team when repair/maintenance of conference room equipment is needed
7. Operates conference room equipment when necessary (e.g. starting videoconference call, setting camera and microphone positions, performing live switching during videoconference, transitioning through presentations, etc.)
8. Monitors the firm's conference room scheduling system to ensure that technology inventory levels meet the needs of the scheduled meetings; resolves any conflicts with his or her immediate supervisor
9. Provides additional end-user technical support as needed. Including but not limited to laptop connectivity issues, docking, printing, displaying in conference rooms, etc.
10. Coordinates with other areas/departments of the firm where overlap exists to provide equal exposure and training opportunities for operating equipment within meeting rooms, as well as develop efficient procedures/communications to streamline processes regarding product installation and support
11. Completes special projects regarding various issues as needed
12. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees
13. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High school diploma or equivalent required
- Associates level college degree in a technology related field preferred
- Certifications from manufacturers (e.g. Extron, Crestron) and industry organizations (e.g. AVIXA, CTS) preferred

Work Experience

- A minimum of five years' technology experience supporting AV and VC installations required
- A minimum of two years' experience in a lead or project management role required

Knowledge, Skills & Abilities

- Leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective supervision
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Expert knowledge of conference room technology (e.g. control systems, video systems, audioconference phones, microphones, displays, speakers, etc.)

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- Expert knowledge of videoconferencing platforms including Cisco, Zoom, Teams, etc.
- Advanced knowledge of audiovisual equipment including video codecs, displays, digital sound processors, microphones and cameras
- Intermediate knowledge working with IT and networking products
- Knowledge of PC and Mac technology support as it relates to AV and VC
- Ability to work in a team environment with a customer-service focus
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Exemplary communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to actively listen and identify both spoken and unspoken needs
- Ability to work in a team environment with a customer-service focus
- Ability to handle confidential and sensitive information with the appropriate discretion
- Analytical skills needed to troubleshoot a variety of symptoms, diagnose problems and test, recommend and implement solutions to technology problems
- Knowledge and proficiency in PC applications, including MS Office

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.
- Ability to move equipment and other heavy items, including lifting and moving items weighing up to 30 pounds on an occasional basis is required.

Working Conditions

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.