



Duties and Tasks	Knowledge	Skills and Abilities	Tools, Equipment, and Resources
<b>A Creating AV Solutions</b>			
1 Gather customer information			
	knowledge of customer service techniques knowledge of negotiation techniques  knowledge of project requirements  knowledge of questioning techniques	basic math skills listening skills  ability to ask open-ended questions  communication skills ability to document findings design skills inquire about customer goals	RFP graphic examples  camera
2 Conduct initial site survey			
	knowledge of conversions (metric system, etc.) knowledge of questioning techniques knowledge of construction methods knowledge of site substructure (walls, ceiling height, etc.) knowledge of site infrastructure (cable pathway, power, data, etc.) knowledge of other disciplines (mechanical, electrical, plumbing, etc.)	ability to calculate areas and volumes  communication skills measuring skills ability to document findings  basic math skills  listening skills observational skills written communication skills  ability to coordinate with other disciplines ability to identify site requirements	tool kit camera site-specific safety requirements local codes and regulations  PPE  architectural drawings site survey form



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<b>A Creating AV Solutions</b>			
Evaluate site environment 3 (acoustics, lighting, seating, finishing, etc.)			
	knowledge of scale interpretations knowledge of other disciplines (mechanical, electrical, plumbing, etc.)  knowledge of acoustics  knowledge of sight lines  knowledge of ambient and artificial lighting  knowledge of furniture and furniture layouts knowledge of room finishes knowledge of historical and heritage considerations knowledge of zoning and planning considerations knowledge of equipment ventilation considerations	basic reading skills  written communication skills  advanced math skills (algebra, logarithms, geometry, trigonometry)  ability to coordinate with other disciplines  ability to identify the location of required services (power, data, cable access, HVAC, ICT, etc.)	PPE  site-specific safety requirements  architectural drawings  building regulations and codes
4 Develop an AV project scope			
	knowledge of customer and end-user requirements knowledge of preliminary project budget  knowledge of AV technologies	ability to compile customer and site information technical writing skills  ability to develop a cost estimate  ability to define responsibilities ability to define system functionality	preliminary project budget site survey documentation



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<b>A Creating AV Solutions</b>			
5 Design AV solutions			
	knowledge of AV systems knowledge of the project site  knowledge of general AV design methods knowledge of bills of materials (BOM)  knowledge of thermal management  knowledge of light levels knowledge of power consumption  knowledge of sound levels knowledge of rigging knowledge of signal transport methods	basic and advanced math skills technical writing skills  ability to measure distances and scale  ability to develop diagrams  ability to create specifications and drawings  ability to conduct AV equipment needs calculations drafting skills  ability of interpret architectural drawings	site survey documentation site environment evaluation  AV project scope architectural drawings  CAD software
<b>B Implementing AV Solutions</b>			
1 Integrate AV solutions			
	knowledge of grounding (earthing) knowledge of basic carpentry  knowledge of structural loads  knowledge of testing methods (continuity, lighting, SPL, system validation, etc.) knowledge of electrical safety  knowledge of fall prevention and protection knowledge of ladder, scaffolding, and powered lift safety  knowledge of materials handling  knowledge of user interfaces	ability to receive instructions ability to schedule ability to integrate AV systems onto the network  ability to install and configure AV equipment  ability commission systems  ability to follow designs and specifications  ability to train users  measuring skills  ability to pull cables and wires ability to solder ability to select cable types ability to secure mounts ability to terminate cables ability to label cables ability to dress a rack  ability access vendor technology support  ability to obtain customer acceptance	health and safety regulations PPE  site-specific safety requirements  user manuals maintenance reports  checklists  tool kit project documentation (drawings, specifications, source code, etc.) AV project scope material safety data sheets (MSDS) testing equipment



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<b>B Implementing AV Solutions</b>			
<b>2 Operate AV solutions</b>			
	knowledge of fall prevention and protection knowledge of AV signal flow knowledge of user interfaces knowledge of AV systems	ability to train users listening skills ability to operate AV equipment ability to provide customer and end-user service and support	health and safety regulations PPE checklists site specific safety requirements logs user manuals
<b>3 Manage AV projects</b>			
	knowledge of project management knowledge of change management knowledge of AV systems knowledge of alternative AV equipment, materials and resources	communication skills ability to mitigate and resolve conflicts scheduling skills ability to coordinate site activities ability to coordinate resources ability to review project documentation ability to ensure compliance with health and safety regulations ability to manage project activities according to a schedule ability to coordinate project meetings ability to ensure project budgets are met ability to obtain customer acceptance ability to maintain vendor/supplier relationships ability to provide customer and end-user service and support ability to coordinate with other disciplines ability to review proposals ability to evaluate job progress negotiation skills	flow sheets gantt charts project management documentation Request for Information (RFI) Request for Change (RFC) Request for Proposal (RFP) health and safety regulations project budget project documentation (drawings, specifications, source code, etc.) AV project scope



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<b>C Servicing AV Solutions</b>			
<b>1 Maintain AV operations</b>			
	knowledge of administrative work (billing, purchasing, documentation, recording, etc.)  knowledge of AV systems	ability to liaise with customers and end-users  ability to ensure the security of equipment  ability to monitoring usage and availability of solutions  ability to managing stock and material levels  ability to provide customer and end-user service and support  ability to maintain vendor/supplier relationships  ability to conduct training	health and safety regulations  PPE  tool kit  project documentation (drawings, specifications, source code, etc.)  AV project scope  testing equipment
<b>2 Conduct maintenance activities</b>			
	knowledge of service contracts  knowledge of AV systems  knowledge of warranties  knowledge of fall prevention and protection	perform preventative maintenance of equipment (lamp life, filters, consumables, etc.)  ability to test leads and equipment  ability to documenting maintenance results  ensuring proper cable management  ability to provide customer and end-user service and support  ability to integrate AV systems onto the network  ability to install and configure AV equipment	health and safety regulations  PPE  tool kit  AV service contract  warranties  testing equipment



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<b>C Servicing AV Solutions</b>			
3 Troubleshoot and repair AV solutions			
	knowledge of warranties knowledge of installation techniques knowledge of inspection techniques knowledge of fall prevention and protection knowledge of service contracts knowledge of AV systems knowledge of alternative AV equipment, materials and resources	ability to document problems and resolutions ability to mitigate and resolve conflicts ability to reference project documentation ability to apply troubleshooting strategies ability to perform diagnostics ability to provide customer and end-user service and support ability to implement corrective actions (repair, replace or remove) ability to identify failure points ability to conduct AV equipment needs calculations ability to read schematics	operational manuals project documentation (drawings, specifications, source code, etc.) tool kit AV service contract warranties PPE health and safety regulations testing equipment