

Posting #25-107CU

Audio Visual Technician Division of Medical Sciences Regular, Full-time (2 positions)

Purpose

Reporting to the Director, Administration, Northern BC and Division of Medical Sciences, with functional direction from University of British Columbia's (UBC) Digital Solution's Team Lead, the Audio-Visual Technician plays a pivotal role in providing technical support and guidance for a diverse range of technology, equipment, and services to the faculty, staff, and students of the Division of Medical Sciences (DMS). The primary objectives involve facilitating the use of information technology resources, audio-visual tools, and videoconference facilities for teaching, research, and administrative functions.

Responsibilities

Duties include but are not limited to:

- Setting up and operating video conference equipment, supporting and monitoring video conferences both locally and from multiple locations;
- Providing technical advice and support in classrooms, and offering training on various devices and equipment to users;
- Managing, processing, editing, and troubleshooting recorded video conferences while overseeing user and folder management on recording platforms such as Panopto, Kaltura, etc.;
- Utilizing the Service NOW ticketing software to create and manage service tickets for video conferencing, recording management, Zoom, Microsoft Teams, and in-room issues and inquiries;
- Testing, implementing, and deploying new hardware, firmware, software, and security updates, ensuring proper functionality;
- Troubleshooting and maintaining various software, hardware, peripheral equipment, and related classroom technologies;
- Maintaining and updating vendors list, inventory, and warranty records, fostering positive relationships with vendors for necessary support;
- Staying updated with evolving technologies relevant to the program, and enhancing technical certification and education as needed;
- Acting as the initial contact point for local and remote UBC Faculty of Medicine users, providing remote/virtual troubleshooting assistance;
- Collaborating with technicians from multiple locations, participating in working groups to stay informed, and assisting in troubleshooting;
- Managing multiple projects simultaneously, including room/technology renewals, database management, audits, hardware replacement, etc.;
- Adapting to a dynamic environment, accommodating changes in class schedules, instructors, room locations, and cancellations; and
- Providing out of town support for external DMS campuses / locations such as University Hospital of Northern British Columbia (UHNBC), Kysen Regional Hospital (KRH) and Fort St. John (FSJ) and the occasional need to travel to them.

Qualifications

The successful candidate will possess a 2 year diploma in Information Technologies, Telecommunications, Networking, or an equivalent qualification significant from a recognized Applied Science Technologies and Technicians (ASTTBC) accredited program together with a minimum two years of related work experience preferably in a post-secondary or corporate environment. An equivalent combination of education and experience will be considered.

Possession of certifications such as Crestron, Biamp, AVIXA (formerly InfoComm), Cisco, Microsoft, Q-Sys, Dante, CompTIA A+, Network +, ITIL Foundation or other relevant certifications in the audio-visual (AV) industry are considered advantageous and preferred. In addition, it would be an asset if CTS certification from AVIXA was obtained.

The ability to demonstrate a thorough knowledge of PC and Mac hardware and software configuration, have working knowledge of various computer graphics and production software, and able to move and lift (20 - 40lbs) a wide assortment of AV equipment.

Possesses excellent customer service skills, as evidenced by the ability to understand and solve clients' problems. Strong interpersonal skills and an eye for detail and well-developed organizational skills are essential. Job responsibilities may be carried out either on campus at UNBC or in the Northern Medical Program space at University Hospital of Northern BC and therefore access to transportation between sites is required. It should be noted that the Northern Medical Program's curriculum may cause discomfort for those unfamiliar with medical education.

Salary

This position has been classified at a Grade 7. The annual salary range for this position is \$62,644.40 to \$65,228.80 and the normal starting salary will be \$62,644.40.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Work hours vary between 8:00 – 4:00pm Monday through Friday. However, you will be required to work evenings and/or weekends from time to time, which will require an adjustment to the regular working schedule.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.



Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employee wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-107CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9



Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on October 29, 2025.

