



JOB TITLE: MEDIA SUPPORT TECHNICIAN

Classification: Classified
Salary Range: 34

Retirement Type: PERS*
Board Approved: January 18, 2011

BASIC FUNCTION:

Under the direction of a supervisor, dean, or director, perform technically complex duties requiring a comprehensive understanding of audio-visual (AV) equipment and digital technology systems. This position is responsible for the support of campus classrooms and meeting rooms.

REPRESENTATIVE DUTIES:

Install, maintain, modify and make minor repairs to AV equipment (i.e. Televisions, VCRs, LCD Displays, etc.) and digital presentation systems.

Perform preventative maintenance on AV equipment.

Facilitate the Media Services distribution and request utilization protocols.

Monitor and maintain a security tracking system for multi-media equipment.

Work with individual faculty on the application of new media techniques based on their specific needs.

Troubleshoot problems with equipment and presentation facilities and perform basic preventative maintenance on a regular and ongoing basis. Use scheduled class breaks and room vacancies to ascertain available times for maintenance, testing and repairs.

Resolve AV equipment instruction-related problems and inventory all AV equipment.

Set up AV equipment for various events around the campus.

Coordinate equipment repairs with Information Technology Services, Facilities Planning and Services, and/or external vendors.

Research, test and recommend new technologies that may be needed to enhance functionality of existing instructional equipment and facilities.

Support production of video presentations for classes or conferences.

Work with the Media Services team to produce materials for the cable channel.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: two years college level training involving electronics or related field and three years of relevant multi-media experience.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

Technical aspects of field of specialty.

Basic electronics repair.

Comprehensive knowledge of audio, video and multimedia productions.

Modern office practices, procedures and equipment.

Principles of providing training and work direction.

Methods and practices of statistical record-keeping techniques.

Basic math and correct English usage, grammar, spelling, punctuation and vocabulary.

Safety regulations involving area of specialty.

Operation, maintenance, repair and calibration of technical equipment.

Interpersonal skills using tact, patience and courtesy.

Abilities/Skills:

Communicate effectively both orally and in writing.

Analyze situations and adopt effective course of action.

Organize day-to-day operations of specific area.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Meet schedules and deadlines.

Maintain confidentiality of division records as required.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction.

Ability to carry up to 25 lbs.

WORKING CONDITIONS:

Classroom, conference and office settings.

Long periods of standing and sitting.

Frequently moves from one work area to another as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.