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| **MEDIA SERVICES ASSISTANT**  |
| **Reports to:**  | Manager, Technical Support Services |  |  |
| **Dept:** | Academic Information Services | **Range:** | 12 |
| **FLSA:** | Nonexempt | **EEO:** | Technical and Paraprofessional |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under direct supervision, provide skilled general equipment installation, maintenance and support for equipment used in media/Technology Enhanced Classroom (TEC) and other facilities within the district; provide basic videotaping services; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS*:*

Media Services Assistant is distinguished from Media Services Technician in that an incumbent in the latter class has overall responsibility for audio-visual projects, equipment purchases and upgrades, equipment-use schedules and user training/instruction, while the former class provides media assistance in the form of physical installation of equipment and related software and equipment/user support.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Install projectors and screens; run cables as required; mount flat-screen televisions on classroom walls; provide basic carpentry, paint and drywall work related to media/TEC equipment.
2. Take reservations for equipment, complete equipment slips and check out equipment to faculty and staff; create and maintain a database of requests and delivery and pickup times. Drive electric cart on campus to deliver, set up and pick up equipment.
3. Answer telephones and direct callers as necessary.
4. Troubleshoot equipment problems in classrooms and make minor repairs on media and TEC equipment; replace equipment as needed.
5. Provide media assistance at special events.
6. Conduct one-on-one training sessions for faculty and staff on using media/TEC equipment, including data projectors and computers for use with those projectors.
7. Provide basic preventive maintenance on district media and TEC hardware; coordinate lap­top and TEC computer hardware repairs with Academic Information Services staff as needed.
8. Set up soundboards, speakers, mixers, cameras and microphones for campus events.
9. Troubleshoot and perform minor repairs on media/TEC equipment.

### OTHER DUTIES:

1. Provide routine information on needed audio-visual materials and equipment.
2. Maintain an inventory database for media/TEC equipment as required.
3. May videotape campus events.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Operation of a wide variety of audio-visual and other technical equipment including projectors and computers.
2. Audio/visual cabling.
3. Minor repair procedures on a wide variety of technical equipment.
4. Modern office practices, procedures and equipment.
5. Filing, recordkeeping techniques and computer database use.
6. Telephone techniques and etiquette.
7. Interpersonal skills using tact, patience and courtesy.
8. Applicable copyright rules and regulations.
9. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
10. Finished and rough carpentry.
11. Basic operation of cameras, soundboards, mixers, cabling, speakers, microphones and videotaping.
12. Safety policies and safe work practices applicable to the work.
13. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.

### ABILITY TO:

1. Provide audio-visual services to faculty and staff.
2. Drive an electric cart.
3. Operate and troubleshoot audio-visual and other technical equipment.
4. Process incoming audio-visual materials and equipment.
5. Work independently with little direction.
6. Communicate effectively both orally and in writing.
7. Understand and follow written and oral instructions.
8. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
9. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent and at least one year of closely related experi­ence; or an equivalent combination of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Not applicable

**CONTACTS:**

District administrators, faculty, staff, students, vendors, contractors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Moderate physical labor including pushing, pulling, sitting, standing, walking, bending and/or stooping; lifting and carrying of objects weighing up to 35 pounds; ability to work at a computer, including repetitive use of a computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; usual assignment worked during daylight hours with occasional evening, week­end and/or holiday hours required on an as-needed basis.