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| **MEDIA SERVICES TECHNICIAN** |
| **Reports to:**  | Manager, Technical Support Services |  |  |
| **Dept:** | Academic Information Services | **Range:** | 23 |
| **FLSA:** | Nonexempt/Extended Day | **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, design, order, assemble, configure, install, maintain and schedule the use and distribution of audio/visual presentation and production systems; operate audio/ visual and other instructional media equipment; provide audio/visual services to faculty, students and staff on campus and at satellite centers; perform repairs and preventive main­tenance on media equipment and systems; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS***:*

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

**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. Design, install and upgrade audio-video systems including AV presentation and production systems, public address systems and other instructional support presentation systems including projectors, computers, video cameras, laptops, tablets and IPods; specify and order equipment and supplies as needed for these systems; receive and test all new components; configure/program system components as required; consult with vendors and contractors as needed.
2. Perform troubleshooting, preventive maintenance and mechanical repair of audio-visual equipment in the office and in the field; respond to service calls and troubleshoot technical issues during class sessions; order and maintain parts inventory; make equipment repair decisions; contact repair vendors; receive and test repaired equipment.
3. Receive, process and schedule equipment requests for classroom and conference room equipment from faculty and staff for multimedia material; deliver, setup and return a variety of digital and legacy equipment not already installed in classrooms including cameras, projectors, laptops and audio playback/recording systems; develop and implement proce­dures and materials to instruct faculty, staff and students in the use of AV and multimedia equipment.
4. Determine equipment needs of faculty and staff for live-event support; transport, setup and test all AV components; provide technical assistance as required; transport and store all equipment.
5. Assist in creating instructional multimedia projects for faculty and staff; setup required video and audio equipment, provide voice narration for college promotional materials; edit audio and video material as required; incorporate graphics and stills into video projects; configure and set up for streaming audio via web/internet as needed; audio tape and digitize materials for posting to the college’s shared computer drive.
6. Maintain records, logs and files related to media equipment distribution, inventory, warran­ties, repair history and preventive maintenance schedules; contact manufacturers and sales representatives regarding repairs and warranties; track equipment orders for Media Services.

7. Operate a district vehicle to pick up and deliver various items as needed.

**OTHER DUTIES:**

1. Consult with architects, planners and department personnel during planning, construction and installation of new and remodeled facilities; maintain membership on various construc­tion and event committees as related to AV systems and equipment.
2. Keep abreast of current technologies and determine how to integrate them into classroom media systems to support instruction.
3. Oversee several miscellaneous campus systems including in-house CATV lines and clock tower carillon.
4. Determine audio-video components for surplus; process and deliver to warehouse for disposal.
5. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

1. Operation, use and terminology related to audio-visual equipment including video and instructional media equipment.
2. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibilities.
3. Methods of servicing and repairing audio-visual equipment.
4. Appropriate tools and instruments and their use.
5. Safety policies and safe work practices applicable to the work.
6. Inventory control methods and techniques.
7. Office practices and equipment including recordkeeping and filing.
8. Applicable copyright rules and regulations.
9. Interpersonal skills using tact, patience and courtesy.
10. Technical aspects of audio-visual production, dubbing and recording, satellite, down-link and cable transmission systems.
11. Basic photography and lighting skills.
12. Audio-video post-production techniques.
13. Electronic systems schematics and construction blueprints.
14. Basic principles of training and supervision.
15. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.

ABILITY TO:

1. Understand and follow written and oral instructions.
2. Operate a computer and standard business software and work with various computer formats.
3. Plan, produce and direct video programs.
4. Determine needs and select appropriate media equipment for classroom and other needs.
5. Receive, process, operate and perform preventive maintenance on audio-visual and other instructional media equipment.
6. Assist faculty, staff and students in the proper operation of a wide variety of audio-visual equipment including video production equipment.
7. Operate a district vehicle.
8. Train and provide work direction to student employees and Media Services Assistants.
9. Perform production and post-production work.
10. Train others in audio-visual use and video production techniques.
11. Communicate effectively both orally and in writing.
12. Understand and follow oral and written directions.
13. Make arithmetic calculations quickly and accurately.
14. Plan and organize work.
15. Maintain records and prepare reports.
16. Work independently with little direction.
17. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
18. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

An associate degree in a related field and three years of 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:**

Work direction to Media Services Assistants and student workers.

**CONTACTS:**

District administrators, faculty, staff, students, vendors and contractors, the general public, technicians, design professionals, architects and other industry professionals.

**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.*

Ability to communicate effectively both in person and by phone with a variety of individuals or in a group on a regular, ongoing basis; subject to frequent bending, lifting, pushing, climbing, and/or carrying of light to moderately heavy equipment weighing up to 35 pounds while installing and/or demonstrating such equipment; ability to crawl through ceilings or other confined spaces to repair and/or replace wiring; ability to safely drive an electric cart on sidewalks or other surfaces, or a motor vehicle on public/private roadways to transport equipment to and from other college campuses.

**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 concentrate on detailed tasks for extended periods and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Indoor and outdoor environments. Subject to frequent interruptions by individuals in person or by telephone; intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional even­ings and/or weekends on an as-needed basis. Occasional local travel may be requested.