

TITLE: Multimedia Support Technician

- 10) Provides assistance in the development of instructional support materials, i.e., video tape, audio tape, and computer presentations.
- 11) Communicates with related professional organizations and peers regarding efficient methods of operations.
- 12) Maintains the multimedia hardware and software inventory and consumable supplies, i.e., projection lamps, video and audiotape, TV cable parts.
- 13) Responsible for research, development, and training of emerging multimedia technologies and applications.
- 14) Performs other related duties as assigned in accordance with qualifications.

V. SKILLS AND KNOWLEDGE:

The Multimedia Support Technician must have substantial technical skills, including experience with:

- H.323 based videoconferencing systems
- Audio and video recording and editing equipment and software
- Auditorium based and portable audio/visual systems
- Control systems, such as Crestron
- Lighting, sound, and video switching
- Notebook and desktop computers
- Projectors
- Video streaming technologies
- Digital and video cameras
- Microphones
- HDTV, DVD/Blu-Ray Recorders/players
- Satellite down linking equipment
- Microsoft Office Professional Suite
- Internet Browsers

She/he must be able to keep up with new, rapidly changing multimedia technologies. Must have the ability to troubleshoot equipment failure in multimedia systems and communicate failure symptoms to qualified repair technicians and/or perform minor repairs; the ability to perform certain tasks in usual circumstances at ceiling or roof levels and in confined spaces. Must have the ability to move or lift up to 50 lbs, sometimes carrying this weight up a ladder.

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To work effectively with faculty, staff, and students from a variety of diverse backgrounds, the Multimedia Support Technician must have strong interpersonal and communication skills and the ability to work effectively as member of a team. Equally important is the ability to take initiative, be proactive, prioritize, and manage multiple projects to meet deadlines.

Prior working experience in an educational environment in a multimedia technology role is preferred.

VI. QUALIFICATIONS:

Performance -- Associate's Degree required in a related field, with three years full-time related experience.

VII. CLASSIFICATION: 12

VIII. CATEGORY: A

President (or Designee) Date

Employee Date

Revision Date: 08/31/2009