MULTIMEDIA SERVICES SPECIALIST

DEFINITION

Under general supervision of the Manager, Technical Services, distributes, maintains, repairs and assists others in the use of various audio, visual, multimedia and personal computer equipment and software; provides technical support to faculty, staff and students in the use of such equipment; and performs related duties as required or assigned.

CLASS CHARACTERISTICS

Under supervision, the incumbent maintains, installs, trains, supports and repairs a wide variety of audio, visual, multimedia and personal computer and software equipment and communicates with all levels of college staff.

EXAMPLES OF DUTIES (Illustrative Only)

- Consults with faculty, staff, administration and students regarding the availability, use and repair of a wide variety of audio, visual, multimedia and personal computer equipment and software, including personal computers
- Installs and modifies such equipment for classroom and other use
- Makes on-site modifications to such installations to ensure appropriate and flexible use
- Performs preventative maintenance on equipment, following specific guidelines
- Makes minor repairs on-site or in repair shop
- Performs major cleaning, adjustment and repair in the media center
- May perform minor modifications to equipment to avoid ongoing repairs
- Reviews literature and other information and recommends purchase of various audio, visual multimedia and personal computer equipment and software
- Performs, instructs and assists others in special techniques and multimedia/computer based presentations, including video editing, sound mixing, and photographic projects
- Maintains detailed records regarding equipment loans
- Inventories equipment at appropriate times and notes deficiencies
- Delivers on-site equipment and instructs others in proper usage
- Assists in the development and updating of equipment usage, information and procedural manuals
- May instruct less experienced staff in work procedures
- Maintains accurate records and prepares reports related to the work performed
- Assists in the implementation of the campus satellite telecommunications, video conferencing and cable television systems
- Assists with the design and implementation of distance learning equipment, systems, and software
- Assists with designing, installing, troubleshooting and assisting others in the use of computer hardware and software
- Uses an on-line personal computer to enter and retrieve information
- Operates standard office equipment in the course of the work
- Performs related duties as required or assigned
QUALIFICATIONS

Knowledge of:

- The set-up, operation, maintenance, troubleshooting and repair of a wide variety of audio, visual, and other multimedia equipment
- Basic electronic principles
- Safety procedures and equipment related to the work
- Mathematics related to electronics
- Computer software commonly used in a college setting
- Equipment, installation and operating principles of electronic equipment, including microcomputer hardware and software
- Standard office practices and procedures, including recordkeeping, filing, and the operation of standard office equipment
- Equipment and operating principles of satellite communication and cable television equipment
- Media, multimedia and distance learning production techniques and processes preferred

Skill in and ability to:

- Install, operate, troubleshoot, maintain and repair a wide variety of audio, visual, multimedia and personal computer equipment and software
- Read and interpret drawings, schematics and manuals
- Interpret, apply and explain rules, regulations and procedures
- Exercise sound judgment within policy and procedural guidelines
- Maintain accurate records and files
- Prepare reports, correspondence and other written materials
- Understand and follow oral and written directions
- Establish and maintain effective working relationships with those contacted in the course of the work
- Drive vehicles in the delivery and repair of equipment

Other requirements:

- Must be able to safely lift and move boxes and equipment weighing up to 50 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at on and off campus locations
- May be required to possess (at time of hire) and maintain a valid California driver's license and a safe driving record in order to drive a vehicle, including college carts

Education and experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school, and two years experience in the operation of audio, visual, multimedia and personal computer equipment and software. Some college level coursework in electronics or computer technology is desirable.