



POSITION DESCRIPTION

INCUMBENT: Open
POSITION: Media Services Specialist
SUPERVISORS: Manager, Training and Client Services
DEPARTMENT: Information Technology Services
FLSA STATUS: Non-Exempt

GENERAL DESCRIPTION: Responsible for performing a variety of tasks and projects that contribute to the smooth operation of the IT HelpDesk and Media Services. Response for the coordination and tracking of available Media Services equipment inventories, equipment check-out and returns, and user training regarding the use of all media services equipment. Uses effective communication and customer service skills, with tact and diplomacy, in dealing with all technology users.

Specific Functional Duties:

- Responsible for coordinating Media Services support for the College.
- Provides courteous and efficient technology/equipment service for faculty, students, staff, or other patrons/college constituencies.
- Coordinates and trains all student employees in all media services equipment check-out and return procedures, including tracking the status, condition and location of all equipment inventoried.
- Clarifies equipment check-out and support policies for clients and handles inquiries relating to both the IT Help Desk and media services functions. Uses judgment in making decisions when patron requests require making an exception to standard policies.
- Ensures AV equipment is available and in proper working order when needed, as reserved.
- Researches emerging AV technologies and coordinates with the Manager, Training and Client Services with recommending and acquisition of appropriate equipment and resources.
- Assists users with the proper operation of all equipment available for check-out and delivers equipment to classrooms and other campus facilities, as necessary.
- Tracks media services equipment inventory reservation and demand metrics and makes recommendations to management regarding appropriate media services inventory items.
- In collaboration with IT Procurement and Requisition Specialist, coordinates purchases of all new or replacement media services equipment and associated supplies.
- Handles basic equipment service and repair, under the direction of the Manager, Training and Client Services.
- Prepares and coordinates work assignments for student technicians assigned to Media Services support.
- Regularly coordinates and performs functioning equipment checks of all classroom, lab, and Media Services technology related items and components and maintains accurate, online database of classroom and lab computer and A/V equipment by building and room.
- Conducts individual and group technology training sessions for faculty, students and staff.

- Provides cross coverage to assist and support the IT HelpDesk and STAT; assists with overall student technician training.
- Provide backup support to the Manager, Training and Client Services during periods of his/her absence and maintains basic proficiency in trouble-shooting and problem resolution related to frequently asked Help Desk calls/tickets.
- Engage in other departmental work activities including those outside of the area of responsibility
- Contribute to the ITS department planning and budgeting process.
- Ability to work independently or as a member of a team on a variety of projects.
- Works within agreed upon departmental standards
- Actively improves skills and knowledge with respect to media services and information technology
- Maintains and respects confidential information as defined by the college
- Some evening, weekend, and special event support work required
- Members of the staff are expected to share in overall on-call responsibilities as needed, with emphasis on primary system and function responsibilities
- Performs other duties as assigned

Qualifications:

- A baccalaureate degree in a related field or two years of directly relevant experience preferred.
- Experience working with student technicians is strongly desired as is previous experience in information security awareness education and training in a college/university setting
- Exceptional interpersonal and customer service skills
- Walking, sitting, standing, reaching, bending
- Ability to lift up to 35 lbs
- Ability to climb ladders

Knowledge, Skills, and Abilities:

- Computer and technical literacy
- Ability to use MS Office and standard AV professional and open source video and sound editing software
- Attention to detail
- Ability to exercise judgment and discretion
- Ability to perform basic AV diagnostic maintenance and repair
- Strong team and customer service orientation
- Knowledge of the principles and practices of IT HelpDesk services, end user support and training regarding technology, especially in regard to audio-visual equipment.

Incumbent

Date

Supervisor

Date

Chief Technology Officer

Date

Vice President

Date

Classification Analyst

Date