Technician, Administrative Media Support Services

FLSA Status: Non-Exempt
Pay Grade: 10
Job Title ID: 181001
Job Series/Job Family: Instructional Technology Series / Video Support Services Family

Reports To

Manager, Administrative Media Support Services

Job Purpose

To repair, maintain, integrate, install, trouble-shoot, and provide other technical support functions for Administrative Media Support Services (AMSS) equipment.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Repairs, maintains, integrates, installs, and trouble-shoots AMSS equipment, including production studios, control rooms, digital field equipment, editing rooms, and Master Control areas.
2. Provides support and technical expertise to other areas of IRT.
3. Provides administrative technical and production support for Highland Business Center (HBC) Master Control area, connected rooms and remote locations as per area responsibilities.
4. Maintains and performs preventive maintenance on AMSS equipment according to standard procedures and operating manuals.
5. Assists with the development of preventive maintenance processes/procedures and use of the AMSS technology, including creating documentation for these areas.
6. Performs on-site technical support activities as needed, including installation, wiring, cabling, and calibration of AMSS equipment and systems.
7. Assists with training of AMSS and IRT staff in the maintenance and use of the AMSS technology and support areas, including documentation of these areas.
8. Maintains equipment, repair logs and trouble tickets. Closes tickets when repairs are made.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Current principles and practices of telecommunications technology and applications in an educational environment.
- Capabilities and technical configuration of telecommunication equipment and peripheral devices.
- Techniques for troubleshooting and testing data communication equipment and systems.
- Master Control signal distribution management techniques.
- Video production equipment, techniques, and quality standards.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.

- Effectively using interpersonal and communication skills, including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Installing, configuring, testing, operating, and maintaining computer and telecommunications systems, and related peripheral equipment and devices.
- Analyzing equipment and system malfunctions and determining effective solutions.
- Troubleshooting computers and software applications.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications, and various video telephony protocol management applications.

Physical Requirements

Required

- Occasional lifting of objects up to 20 lbs.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in an office, video production studios, and/or various ACC facilities.

Work Experience

Required

- Three years work experience as a technician in broadcast television or working with electrical systems.

Education

Required

- High School dipoma or equivalent and one year technical training school.

Licenses/Certifications

Required

- Valid Texas driver's license.

Other

Preferred

- FCC License

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.