Specialist, Media Technology

FLSA Status: Non-Exempt
Pay Grade: 11
Job Title ID: 18153
Job Series/Job Family: Instructional Technology Series / Instructional Computing Family

Reports To

Instructional Technology Manager or Multimedia Support Supervisor

Job Purpose

To provide technical support services for the media equipment and technology needs of the ACC faculty and staff; coordinates and maintains equipment inventory, and provides training and technical assistance as needed.

Description of Duties and Tasks

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

Required

1. Manages media equipment utilization and circulation process; compiles and reviews requests, enters data, and generates schedules from database; consults with customers to define equipment and services needs and priorities, and moves equipment between facilities to maximize customer satisfaction; sets up and operates equipment as requested.
2. Manages media equipment inventory; maintains and cleans equipment; maintains computers and software; troubleshoots malfunctions, and makes minor to intermediate repairs according to standard procedures and operating manuals.
3. Provides training and instruction for faculty and staff on using media software and hardware; provides technical advice, training, and hands-on assistance as requested; assists ACC students as needed; assures effective communication of policies and procedures.
4. Provides technical support for media equipment; provides hardware, software, connectivity, and compatibility troubleshooting functions and installation support.
5. Makes recommendations to faculty on multimedia equipment use, and on design and production techniques for materials and presentations; assists with development of special multimedia products as requested.
6. Maintains security of equipment; adds barcodes, security tags, and engraving; updates and assures accuracy of equipment database; investigates missing, lost, and overdue equipment
7. Compiles and maintains departmental records and statistics, such as equipment use, supplies use, and inventories, repair and service records, and relocation status.
8. Tracks work orders for equipment repair contractors and ACC computer support technicians; generates reports as needed.
9. May assist with website management, multimedia production, and data conversion.
10. May oversee workflow of hourly employees.

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

- Media equipment and technology, operating techniques, and quality standards.
- Techniques and procedures for trouble-shooting and maintenance of media equipment, computers, peripherals, and software applications.
- Computer graphics software application packages and development techniques.

- Current principles and practices of multimedia presentations.

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

- Establishing and maintaining effective working relationships
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills.
- Operating and maintaining a variety of media equipment safely and competently.
- Using basic tools, equipment, and procedures for repairing media equipment and peripheral devices.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications; Windows, Adobe and Macintosh graphics applications; and other multimedia software application packages.

Physical Requirements

Required

- Occasional lifting of objects up to 20 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in classrooms and an office environment

Work Experience

Required

- Two years work experience in technical support of audio, video, photographic and computer equipment.

Preferred

- Work experience in an educational institution.

Education

Required

- Associate's degree in information technology, mass communications, or related field.

Licenses/Certifications

Required

- Valid Texas driver's 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.