

Technician, Multimedia Installations

FLSA Status: Non-Exempt

Pay Grade: 13

Job Title ID: 18159

Job Series/Job Family: Instructional Technology Series / Instructional Computing Family

Reports To

Manager, Multimedia

Job Purpose

To provide multimedia equipment installation and maintenance for ACC classrooms and teaching spaces.

Description of Duties and Tasks

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

Required

1. Installs, troubleshoots, and repairs multimedia equipment and data cabling including ceiling mounted video projectors, wall control switches, cable patch panels, speakers, powered screens, instructor consoles and other multimedia equipment.
2. Responds to Help Desk, Information Technology and/or supervisor requests; repairs or resolves multimedia equipment and use problems; services multimedia equipment both on and off campus.
3. Documents and maintains all multimedia installations including classrooms, multipurpose halls and computer classrooms.
4. Constructs or builds any racks, cable trays, or equipment as required.
5. Orders parts, controls inventory, and updates work order information.
6. Schedules regular maintenance of multimedia installations.
7. Installs equipment in consoles and podiums.
8. Works with other ACC departments on single unit installations.
9. Works with vendors to identify issues and determine proper resolution.

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

- System Fabrication, Integration and Installation.
- Basic carpentry skills.
- Installation and repair processes for multimedia equipment and cabling.
- Troubleshooting methods and testing devices.
- Use of power tools, soldering iron, cable crimping devices.
- Schematics and blueprints.

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 and providing on-call assistance, including nights, weekends, and/or holidays.
- Effectively using interpersonal and communication skills, including tact and diplomacy.

- Effectively using organizational and planning skills with attention to detail and follow through.
- Installing and maintaining multimedia equipment and cabling.
- Responding to requests and resolving multimedia problems.
- Reading floor plans, blueprints, schematics, and other technical drawings.
- Ordering parts and controlling inventory.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications as well as administration of instructional technology and multimedia hardware, network systems including video and wireless, database management systems, and providing technical support for desktop systems.

Physical Requirements

Required

- May be subject to climbing ladders and working in tight spaces.
- Occasional lifting of objects up to 50 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard classroom environment.

Work Experience

Required

- Two years work experience in installation and repair of electronic multimedia systems, or related work experience in data cable installation, the security and/or construction industries.

Education

Required

- High School diploma or equivalent.

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.