CLASS SPECIFICATION
Multimedia Services Supervisor

FLSA Status: Exempt
EEOC Job Category: Professionals – Professional Administrative Management
Union Representation: Unrepresented

GENERAL PURPOSE
Under general supervision, supervises, coordinates and administers the daily operations of assigned multimedia equipment circulation staff; participates in developing and implements department operational policies, procedures and guidelines; meets with administrators, faculty and staff to determine media needs and develops effective equipment usage plans; operates, troubleshoots, maintains and repairs portable and installed multimedia systems and equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Multimedia Services Supervisors are responsible for supervising and coordinating the operations and activities of assigned multimedia equipment circulation staff at one of the District’s campuses. Incumbents participate in developing and implement operational policies, procedures and guidelines to ensure the availability, circulation, security and proper maintenance of portable multimedia equipment systems and installed classroom and meeting room equipment. Incumbents are also responsible for identifying and determining short- and long-range campus media needs and recommend the acquisition of multimedia systems and equipment to ensure up-to-date multimedia systems and technology to support academic objectives. Duties and responsibilities require strong organization skills and superior multi-tasking capability in a high-pressure, demanding environment.

Multimedia Services Supervisor is distinguished from Multimedia Services Manager in that an incumbent in the latter class is responsible for planning and managing the overall operations and activities of the District’s academic computing and multimedia equipment services.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Supervises, coordinates and administers the daily operations multimedia equipment circulation staff on an assigned campus and shift; participates in developing and implements department operational policies, procedures and guidelines; assesses overall client satisfaction with department services and adjusts or develops new procedures to maximize and improve department customer service; monitors and ensures the availability, circulation, security and proper maintenance of portable multimedia equipment systems and installed classroom and meeting room equipment.

2. Meets with administrators, faculty and staff to determine media needs and develops effective equipment usage plans; develops detailed logistical plans and schedules use of multimedia equipment
and meeting rooms by faculty and staff taking into consideration time constraints, types of order requests, room and resource availability and equipment status; provides training and technical support to faculty and staff on the operation and use of instructional technology and multimedia systems and equipment.

3. Designs, builds, operates, troubleshoots, maintains and repairs portable and installed multimedia systems and equipment, including Crestron and Extron control systems; performs routine preventative maintenance and makes mechanical repairs to equipment as needed; troubleshoots hardware and software malfunctions and errors; coordinates equipment repair with manufacturer warranty repair centers and non-warranty repair companies.

4. Identifies short-, mid- and long-range assigned campus media needs and prioritizes multimedia equipment and systems acquisitions accordingly to ensure up-to-date multimedia systems and technology; conducts research and works with project managers, engineers, sales representatives, programmers and installers on current and future multimedia equipment installations; orders department supplies and parts.

5. Creates, updates and maintains databases, logs, statistics, files and records regarding multimedia equipment and services, including equipment status and statistical usage; monitors, tracks and assesses equipment usage patterns, conditions and life expectancy; provides management and staff assessments of departmental status and capabilities, identifies impending shortages and failures and develops plans and procedures to mitigate their impact.

6. Interviews, hires and terminates employment of student workers; schedules and assigns tasks to student assistants; trains, supervises and evaluates the work of student assistants and ensures accuracy of work; assists in resolving problems encountered in the course of work; inputs student worker hours into the payroll system and maintains time cards.

OTHER DUTIES
1. Shoots, edits and dubs video tapes for faculty and staff as needed; videotapes Board of Trustees meetings for broadcast.

QUALIFICATIONS

Knowledge of:

1. Principles and methods for multimedia systems design, installation, operation and maintenance.

2. Standard practices and methods used in the operation, maintenance and repair of laptops, network devices and computerized multimedia systems.

3. Purposes, organization and trends in audiovisual systems design, use and operation, particularly applicable to community colleges.

4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
5. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
6. Safe work practices and procedures.
7. Research methods and data analysis techniques.
8. Principles and practices of public administration for purchasing and maintenance of public records.
9. Principles and practices of sound business communication.
10. Basic principles and practices of supervision.
11. District classified human resources policies and procedures and labor contract provisions.

**Ability to:**
1. Design, plan, install, operate, repair and maintain complex and diverse multimedia computerized systems used in classrooms and meetings.
2. Use a variety of techniques, methods and tools in the design, installation, maintenance and repair of audiovisual systems and technologies.
3. Perform difficult analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
4. Prepare clear and concise records, reports and other written materials.
5. Make sound, independent judgments within established guidelines.
6. Communicate clearly and effectively, both orally and in writing.
7. Respond calmly, efficiently and creatively to last minute and emergency equipment needs by faculty, often in an active classroom environment with upset individuals.
8. Exercise tact and diplomacy in dealing with sensitive issues and situations.
9. Establish and maintain effective working relationships with District management, administrators, faculty, staff, vendors and others encountered in the course of work.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in telecommunications, information technology or a related field; and three years of experience in the planning, design, installation, operation, maintenance and repair of a wide variety of multimedia systems and technologies; or an equivalent combination of training and experience.
Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. Employees are regularly required to stand and walk; crouch, stoop, kneel and bend; and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands
While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; deal with constantly changing, intensive deadlines and interruptions; and interact with District management, administrators, faculty, staff, vendors and others encountered in the course of work, some of whom are upset and dissatisfied.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically perform their work in user offices and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.