CLASSIFICATION
Multimedia Services Technician

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, performs technical support for campus multimedia systems, equipment and activities; organizes and schedules the use of multimedia equipment and meeting rooms; provides training and technical support to faculty and staff on the operation and use of instructional technology and multimedia systems and equipment; operates, maintains, tests, troubleshoots and performs minor repairs to multimedia systems and equipment; maintains a working inventory of campus multimedia equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Multimedia Services Technician is the entry-level technical class in the multimedia services class series. Under general supervision, incumbents learn and perform the full range of assigned multimedia circulation, maintenance and repair duties. Incumbents are also responsible for providing guidance and training to lower-level staff and student assistants as necessary. Incumbents work in a fast paced environment requiring creative problem solving skills to meet last minute and emergency classroom requirements.

Multimedia Services Technician is distinguished from Multimedia Services Supervisor in that incumbents in the latter class are responsible for supervising and coordinating the daily operations of an assigned Multimedia Equipment Circulation staff and implementing department 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.

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. Provides a variety of multimedia technical support and assistance to administrators, faculty and staff for classroom instruction, educational seminars, academic symposiums, faculty and Board meetings and campus and community events; delivers and picks up a variety of audio-visual and multimedia equipment from classrooms and meeting rooms, including laptop computers, LCD projectors, portable televisions, DVD and CD players, VCRs, overhead and slide projectors, computer peripherals and video and digital cameras; stocks classrooms with audio-visual and multimedia equipment as needed; coordinates equipment and meeting room scheduling and logistics with other departments; monitors and ensures the availability, circulation, security and proper maintenance of
portable multimedia equipment systems and classroom and meeting room equipment; locks and secures Multimedia Equipment Circulation office and equipment.

2. Schedules the 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; meets with and provides training and technical support to faculty and staff on the operation and use of instructional technology and multimedia systems and equipment; explains system compatibility and limitations; advises and makes recommendations to faculty on equipment and media formats for class instruction, event presentations, meetings and campus and community events; identifies and determines short- and long-term faculty and campus media needs and requirements.

3. Operates, maintains, tests, troubleshoots and repairs portable and permanently installed multimedia systems and equipment; performs routine preventative maintenance and minor mechanical repairs to equipment and computers; periodically inspects, cleans and tests permanent multimedia class and meeting room installations and performs minor repairs and services as needed.

4. Maintains a working inventory of multimedia equipment, carts and individual components and parts; updates and maintains databases, logs and records of equipment circulation, statistics and requests; compiles databases and logs to identify trends and improve efficiency and effectiveness of multimedia services.

5. Researches new multimedia hardware and software; confers with vendors regarding modifications and improvements to current equipment; makes recommendations to supervisor on purchases and solutions to operational procedures.

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.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, seminars and conferences as required.

QUALIFICATIONS

Knowledge of:

1. Methods and procedures for multimedia systems operation and maintenance.

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

3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

4. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.

5. Safe work practices and procedures.
6. Recordkeeping practices and procedures.
7. Customer service practices and etiquette.

**Ability to:**

1. 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 maintenance and repair of audiovisual systems and technologies.
3. Analyze problems, evaluate alternatives and make sound recommendations.
4. Plan, organize and complete tasks quickly and efficiently and in accordance with District quality standards.
5. Prepare clear and concise records, reports, correspondence and other written materials.
6. Follow and apply written and oral instructions.
7. Make sound, independent judgments within established procedures.
8. Communicate clearly and effectively, both orally and in writing.
9. Respond calmly, efficiently and creatively to last minute and emergency equipment needs by faculty, often in an active classroom environment with upset individuals.
10. 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 high school or G.E.D. equivalent; and one year of responsible experience in the operation, maintenance and repair of computer systems and/or 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, the incumbent is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use math/mathematical reasoning; work under constantly changing, intensive deadlines, on multiple concurrent tasks with constant interruptions, and interact with District management, administrators, faculty, staff, vendors and others encountered in the course of work.

**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.