CLASS SPECIFICATION
Senior Multimedia Services Technician

FLSA Status:          Non-exempt
EEOC Job Category:    Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, assists in assigning, overseeing and inspecting the work of the Multimedia Services Technicians; performs routine to complex technical support for campus multimedia systems, equipment and activities; organizes and schedules the use of multimedia and computer equipment and meeting rooms; provides training and second-level problem resolution and technical support services to faculty and staff on the operation and use of instructional technology and multimedia systems and computer equipment; operates, maintains, tests, troubleshoots and repairs multimedia systems and equipment; creates, updates and maintains databases, maintenance logs, statistics, inventory rules and records regarding multimedia and computer equipment and services.

DISTINGUISHING CHARACTERISTICS
Senior Multimedia Services Technician is a working staff leader responsible for assisting the supervisor with the scheduling, assigning, inspecting and participating in the work of day or evening multimedia staff. Provides a variety of routine to complex services to instructional and information technology customers intended to assist them in making effective use of multimedia presentation systems, computer hardware, standard and specialized software, peripheral equipment, devices and other technology tools to meet District academic teaching and student learning outcomes requirements and in support of business meeting/event requirements including academic, administrative business, and community service events. Incumbents are expected to provide support and third-level problem resolution and technical support services with high reliability and a minimum of supervision and direction.

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. Participates in scheduling, assigning, and directing the work of the multimedia staff; lead, plan, train and review the work of staff responsible for providing technical support to instructional and information technology customers in the use and operation of multimedia equipment and technology; train assigned employees in their areas of work including troubleshooting and repair methods, procedures and techniques.

2. Provides support for, administers and maintains campus multimedia presentation systems; builds, installs, configures, operates, maintains and repairs a variety of classroom and meeting room workstations/systems, peripherals and other devices including portable multimedia equipment; installs, sets up, relocates, configures, customizes, troubleshoots, repairs, maintains, recycles and supports multimedia systems equipment including computer hardware and software and peripherals; installs hardware and software upgrades; creates, develops and deploys customized control configurations to automate multimedia systems component processes; installs, tests and configures
automated control devices and GUI devices for applicable multimedia presentation system devices; supports District and departmental technology standards, hardware and software applications.

3. Supports, coordinates and administers the daily operations of multimedia services office/shop on an assigned campus; participates in developing and implementing department operational policies, procedures and guidelines; assesses overall client satisfaction with department services and assists in adjusting or developing new procedures to maximize and improve department customer support services; monitors and ensures the availability, circulation, security and proper maintenance of portable and installed classroom and event/meeting room multimedia presentation systems equipment.

4. Installs, configures, troubleshoots and administers multimedia control devices on LBCC LAN; installs, pulls, terminates and repairs wiring and cables for audio signals, video signals, RS-232, digital I/O, IR and relay control and high speed data connections; various computer maintenance techniques such as defragging, virus checking, audio/video driver/player and browser software updates; archives data and performs automated control systems configuration backups and restorations; works with vendors to resolve hardware and software issues.

5. Receives, documents, diagnoses and resolves assigned WebCheckOut and IITS work tickets and requests for technical assistance, consultations, and equipment reservations from customers on multimedia presentation systems components including computers, projectors, projection screens, DVD/VCR decks, user personal devices including laptop computers, iPads, iPods, USB flash drives, and other peripheral equipment including videoconferencing equipment, assistive listening systems, and digital A/V recording systems, various signal source and media content platforms and connections and remote access; researches, troubleshoots, diagnoses and resolves hardware, software, video signal, audio signal, control signal and network connectivity problems to minimize system downtime, including performance degradation, problems in interactions between analog and digital signals, connections and cables, aspect ratios and resolutions, hardware, software and network systems and hardware failures; configures, maintains and troubleshoots multimedia presentation systems and components, laptops, and other peripheral equipment and hardware; performs hardware preventative maintenance duties and replaces worn or malfunctioning parts and equipment.

6. Interviews, analyzes and documents end user multimedia presentation system requirements; researches, tests and evaluates vendor hardware and software products; evaluates products for their conformance with customer requirements and compatibility with the District’s Technology Master Plan and network environment; makes recommendations on the selection and purchase of hardware and software.

7. Serves as liaison between District departments, vendors and end users; coordinates with vendors on warranty repairs to multimedia presentation systems, workstations, hardware and other equipment.

OTHER DUTIES
1. Monitors trends and developments in multimedia presentation systems, audio and video analog and
digital signal and device technologies, products, applications, and training, networking and multi-
platform communication technologies.
2. May maintain and update a department’s website; ensures multimedia equipment and WebCheckOut
databases are active and updated.
3. May maintain multimedia laptops and lecture hall computers; assists in installing ceiling projectors
and audio-visual equipment; provides Extron and Crestron system administration and configuration.

QUALIFICATIONS

Knowledge of:

1. Basic lead supervisory practices and procedures.
2. Operating system architecture, characteristics, commands and components applicable to District
computer platforms.
3. Principles, practices and methods of multimedia presentation systems interfacing, switching, and
control, including procedures for establishing network connectivity.
4. Local Area Network architecture and basic theory and principles of network terminology, protocols,
devices and design.
5. Principles and practices of systems analysis and design.
6. Methods, principles, practices and techniques for tracing signal flow, troubleshooting and
determining the causes of errors and failures in multimedia presentation system components including
computers, control and GUI devices, signal switchers, video scalers, data projectors, microphone
systems, audio and video amplifiers, codecs, cables and related device.
7. Industry standard and emerging audio, video, and control signal technologies and formats, and cable
and wiring standards.
8. Desktop and portable computers, including hardware and software installation, operation and
maintenance.
9. Standard business support software, including word processing, spreadsheet, presentation, graphics
and database programs.
10. Specialized software including IITS Ticket system, WebCheckOut, Crestron SIMPL Windows and
SIMPL+software, Extron GUI configurator, Global Configurator, Global Viewer Enterprise and IP
link software suite.
11. Federal, state and local laws, codes and regulations pertaining to the use of computer hardware and
software, FCC regulations, NFPA 72 Codes and standards, and ADA Accessibility Guidelines.

Ability to:

1. Plan, schedule, assign and lead the work of other multimedia staff at an assigned campus, location
and/or shift.
2. Troubleshoot, diagnose and resolve multimedia presentation systems and computer components
hardware and software problems and failures of varying difficulty efficiently and effectively.
3. Obtain accurate and complete information from customers, in person and by telephone, to identify
their needs and problems and develop responses and solutions.
4. Install and configure automated multimedia control system components, PCs, peripheral equipment, devices and other technology tools.

5. Troubleshoot routine to difficult system, hardware, software, network, interfacing, switching, control, and connectivity problems and make or recommend modifications.

6. Plan, organize and complete tasks efficiently and in accordance with District quality standards.

7. Read, understand and interpret technical manuals, documentation, schematics, blueprints and other materials applicable to the work.

8. Prepare clear, concise and accurate program documentation, reports of work performed/problems encountered including reservations and technical assistance/training visits and other written materials including MS Access inventory, WebCheckOut and the IITS ticket system.

9. Understand and follow written and oral instructions.

10. Make sound, independent judgments within established guidelines.

11. Communicate clearly and effectively, both orally and in writing.

12. Establish and maintain effective working relationships with those encountered in the course of work.

13. Respond calmly, efficiently and creatively to last minute and emergency troubleshooting calls and equipment needs.

14. Exercise tact and diplomacy in dealing with sensitive issues and situations.

15. Consult with clients and colleagues in pre-production planning meetings; establish appropriate services and equipment design needs to achieve desired end result based on client requirements.

16. Design, plan, install, operate, repair and maintain complex and diverse multimedia presentation and automated control systems used in classrooms, meetings and events.

17. Use a variety of techniques, methods and tools in the design, installation, maintenance and repair of audio visual systems and technologies.

18. Perform difficult analyses and research, evaluate alternatives and develop sound conclusions and recommendations.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited four-year college or university with a bachelor’s degree in telecommunications, information technology, theater design, audio, video or electronics 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 and experience providing customer support in an instructional and information technology environment similar in size and complexity to that of the District; 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; perform highly detailed and complex work on multiple concurrent tasks while dealing 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 work under typical office conditions, and the noise level is usually quiet. Employees also frequently perform work in classrooms, meeting/events rooms, outside and other locations where the noise level varies from quiet to loud (30dB to 90dB on average).

Some work is performed in the presence of an audience, in closed or confined spaces, closets, underneath desks and tables, crawlspaces, basements, ceilings, plenum spaces, conduits, behind or inside of equipment racks, near moving mechanical equipment and heavy traffic; on uneven or slippery surfaces; and outside where employees are exposed to weather conditions, airborne dust and particles, extreme temperatures, rain, wind, and humidity, biological hazards, chemical and other fumes and the risk of electrical shock; and the noise level may be very loud with electrically induced and amplified audio feedback. Some work involves climbing ladders and working in high precarious places.