

**MEDIA SYSTEMS ANALYST**

**BASIC FUNCTION**

Provides technical and analytical support to the District's technology support services operations including, but not limited to, streaming media, video conferencing, digital signage, surveillance equipment, audiovisual (AV) programming, and systems engineering design; provides hardware and software support for AV systems; and troubleshoots and repairs AV equipment.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

**CLASS CHARACTERISTICS**

This classification in the Media series is responsible for independently performing professional duties in support of District's multiple technology systems, services, and associated hardware and software. Employees at this level are required to have broad based knowledge of multiple technology areas, and frequently use tact, discretion and independent judgment and initiative in the performance of their work. Employees receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

**EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Performs specialized duties in all aspects of streaming media for the District, including editing and converting analog video/audio content to digital format for electronic delivery; coordinates and provides technical support to on-demand and live streaming events; collaborates with District Information Services to ensure the efficient delivery of digital content over the network; and archives and manages digital content on District servers and storage arrays in accordance with digital rights agreements and licenses.
2. Provides technical and analytical support for technology programs in diverse capacities ranging from highly complex user support to technology system implementation and administration; responds to client service issues using multiple diagnostic techniques; and independently resolves issues or confers with colleagues and management on resolution options.
3. Designs, installs, maintains, repairs, and upgrades streaming media systems and surveillance systems, including servers, storage arrays, storage area networks (SANS), encoders, and specialized equipment.
4. Coordinates the planning, design, engineering, and implementation of new technical systems as well as AV and surveillance technology for District construction projects and initiatives.
5. Responsible for the development of requests for proposals and project management for District AV projects including planning, organizing, coordinating, and directing the completion of specific projects while ensuring these projects are on time, on budget, and within scope.
6. Provides escalated technical support in the day-to-day delivery of District equipment to labs and classrooms, including computer hardware and software repairs and maintenance; administers, installs, maintains, repairs, and images computers and laptops.
7. Collaborates on AV technology installations including specifications for room equipment and location; reviews new construction projects to ensure they meet AV standards and provide capacity for expansion; provides technical support for media set-ups and troubleshoots day-to-day incidents;

- coordinates and maintains equipment inventory.
8. Produces multimedia streaming content in multiple presentations and formats; performs prototype simulations, testing, and demonstrations; serves as part of a team to produce videos and multimedia applications.
  9. Provides support to multiple media areas; designs, installs, maintains, repairs, and upgrades digital signage systems including servers, displays, players, and broadcast channel servers.
  10. Administers, maintains, and programs enterprise-level multimedia control systems and wireless presentation technology and equipment, including firmware and software updates.
  11. Maintains assigned websites and coordinates, designs, and programs the department's website applications.
  12. Assists with hardware and software computer issues as they relate to AV systems.
  13. Uses multiple devices to monitor systems to evaluate reliability, conformance to performance metrics, and overall availability; provides status updates to clients and colleagues on technology problem resolution; implements, tests, and evaluates the effectiveness of solutions; assists in the development and implementation of technology related protocols, policies, procedures, and operating standards.
  14. Consults with faculty and staff on system needs, design, and operation aligning to District, college, and AV industry standards; assists with vendor negotiation on the terms, conditions, and prices for hardware, software, and services.
  15. Administers testing center software including maintenance and upgrades as well as test center admission.
  16. Coordinates District videoconferences and supports faculty with distance education and webinar systems.
  17. Participates in District-provided in-service training programs.
  18. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Operations and services of a technology support services department including assessment of media and surveillance technology solutions needed to provide optimal support.
2. Principles, methods, and techniques in the design and operation of hardware, software, and platforms used to deliver streaming media services.
3. Methods and techniques of diagnosing a wide range of hardware and software issues, including the use and application of diverse diagnostic tools.
4. Methods and techniques of designing, installing, and maintaining systems hardware and software for delivery of multimedia and surveillance options.
5. Principles and practices of converting analog content to digital format for electronic delivery.
6. Operational characteristics of hardware and software used in classrooms and departments.
7. Operational characteristics of a wide range of AV and surveillance equipment and components.
8. Multiple programming languages used in technology programs.
9. Principles and practices of technology system security.
10. Server based operating systems and desktop software applications including system standards and protocols.
11. Project planning, prioritizing, and scheduling techniques.

### **Ability to:**

1. Provide professional support to technology systems, hardware, and software, including those used in streaming media, and converting analog content to digital format.

2. Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
3. Collaborate with management and team members to develop and maintain technology solutions for the District's multimedia services.
4. Communicate complex technology application issues clearly to non-technical parties.
5. Prepare clear, concise, and accurate documentation, reports of work performed, and other written materials.
6. Ensure the integrity of systems hardware and software for District classrooms and streaming media.
7. Facilitate end user input to develop a robust AV environment.
8. Evaluate architectural drawings to ensure they meet the District's AV requirements, quality, and standards.
9. Design, develop, manage, and maintain web sites, applications, and content.
10. Utilize appropriate diagnostic and testing equipment to detect and resolve hardware and software issues.
11. Test, diagnose, program, calibrate, and repair assigned electronic systems and equipment.
12. Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
13. Exercise independent judgment within general policy and procedural guidelines.
14. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
15. Communicate effectively in the course of performing work tasks.
16. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
17. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
18. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

### **Education and Experience:**

A bachelor's degree with coursework in information technology, computer science, or a closely related field and (2) years of experience in media, digital media production/distribution, and multimedia operations; or an equivalent combination of education, training, and/or experience.

### **Licenses and Certifications:**

A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and classroom environment, and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in work areas and walking between work areas is required. Employees frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp, and make repetitive hand movements in the performance of daily duties; operate varied diagnostic tools and equipment, and operate a motor vehicle and visit various District sites. The job involves frequent walking in operational areas to identify problems or hazards or repair equipment, and the ability to climb a ladder exceeding six (6) feet for overhead equipment. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 30 pounds or heavier weights with the use of proper equipment and/or assistance from other staff.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office, outdoor, and classroom environment, with moderate noise levels and external and controlled temperature environments, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.