

## **MEDIA SYSTEMS TECHNICIAN**

### **BASIC FUNCTION**

Performs duties to set up and provide technical support to media technology; delivers, sets up, and tests audiovisual (AV) systems; operates a diverse range of diagnostic tools to troubleshoot and resolve AV equipment issues; and provides training to staff and faculty on the use of 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 technical support duties in setting up, testing, and ensuring the proper operation of AV equipment for all events including instructional and administrative events. Employees at this level exercise judgment and initiative in their assigned tasks, 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 a variety of technical duties in support of media technology equipment and peripherals; delivers, sets up, and tests laptops, audio speakers, portable projectors, and related devices.
2. Operates audio mixer and/or digital AV control for live events.
3. Receives and reviews work orders; prioritizes responses based on office operating procedures and/or direction from higher level staff.
4. Using diagnostic tools, troubleshoots software, hardware, and audio-video setups for malfunctions; may perform basic troubleshooting of computing systems and portable devices; checks AV cabling; resolves and/or refers issues to other technical staff.
5. Maintains and cleans media equipment including projectors, filters, instructor station, computer monitor screens, TV and DVD/VCR units, and other related media equipment; may clean computing equipment.
6. Monitors laptop inventory to ensure security software is current and operationally effective; works closely with information technology personnel for repairs.
7. Provides training to staff and faculty on the use of specialized media equipment and related software.
8. Provides technical assistance at Board meetings and District or college events with respect to the use of AV equipment.
9. Receives, reviews, assigns, and processes requests for equipment; generates reports; creates and disseminates employee semester schedules.
10. Securely packs and ships AV materials and AV equipment being sent to vendors; receives incoming AV equipment and makes changes to AV inventory.
11. Performs office administrative tasks such as answering phones, emails, and chats and preparing forms or documents.
12. Closes out daily operations; verifies that all AV equipment has been returned; locks and secures doors.
13. Participates in District-provided in-service training programs.

14. 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. Operational characteristics of a wide range of AV equipment and components.
2. Diagnostic tools and equipment used in troubleshooting and identifying AV equipment malfunctions.
3. Basic knowledge of operating systems like Windows, MacOS, Android, and Chrome.
4. Inventory practices.
5. Cabling requirements and other factors which impact the installation of AV equipment.
6. Principles and practices of record keeping and knowledge base articles.
7. Work order processing priorities.
8. Methods and techniques of cleaning and maintaining a diverse range of AV equipment and devices.

### **Ability to:**

1. Inspect, install, and test a wide range of AV equipment used in assigned colleges.
2. Identify, troubleshoot, and resolve technical issues with AV equipment.
3. Utilize diagnostic testing equipment to determine causes of AV equipment issues.
4. Connect and communicate with digital AV equipment through the use of technology.
5. Troubleshoot AV equipment to component level repair.
6. Utilize hand and power tools for basic maintaining and repairing of AV equipment.
7. Maintain files and records.
8. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
9. Exercise independent judgment within general policy and procedural guidelines.
10. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
11. Communicate effectively in the course of performing work tasks.
12. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
13. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic disability, and ethnic backgrounds of students, staff, and the community.
14. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

### **Education and Experience:**

Completion of the twelfth (12<sup>th</sup>) grade and three (3) years of experience providing technical support to AV equipment, preferably in an educational setting; or an equivalent 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, classroom, and outdoor environment, and to use standard office equipment, including a computer; vision to read printed materials and a computer

screen; hearing and speech to communicate in person and over the telephone; and the ability to operate varied diagnostic tools and equipment and to operate a motor vehicle and visit various District sites. 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. The job involves frequent walking in operational areas to identify problems or hazards or repair equipment, including climbing ladders exceeding six (6) feet to reach 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 or classroom and outdoor environment with moderate noise levels, temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.