



Job Description

Job Title:	Media Technology Support Specialist	Grade:	K
Department:	Information Technology Services	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Provide technical support and development for audio/visual technologies and classroom switching and control systems. Assist in multimedia application review, implementation and customization. Assist in coordinating media capture and web broadcast services for the college. Support digital media distribution platforms such as online media repositories, lecture capture, digital signage and more. Perform other duties as assigned.

Characteristic Duties and Responsibilities:

1. Support integration and technical systems for media capture, creation and distribution.
2. Develops technical designs, manages installation and ongoing support of classroom computing and display control systems (Extron/Crestron).
3. Provides ongoing media transcoding, processing capture and broadcast services.
4. Oversees installation, upgrades and support for various media delivery and control systems server platforms.
5. Supports cross-divisional review of emerging technologies related to multimedia and control systems.
6. Provides technical support for enterprise television broadcast systems and workflows.
7. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the Supervisor, Instructional Technology Digital Media Services

Direction Given: No authority or responsibility for the supervision of other staff



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Minimum Requirements:

Associate Degree from a regionally accredited institution in Computer Science or related discipline with two years of work experience in enterprise control systems such as Crestron/Extron, Mac or PC operating systems and installing and managing server and client software applications.

Preferred Qualifications:

Experience in higher education preferred

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of digital media production, delivery, theories, technologies, principles, concepts and methodologies
Strong analytical skills
Experience in Crestron/Extron enterprise control systems
Knowledge of analog and digital media connectivity and A/V equipment
Ability to effectively design and implement multimedia-rich environments/develop technology support documentation
Basic Knowledge of broadcast television workflows and equipment is a plus
Ability to interact and provide information to diverse individuals
Ability to work often with others in a team environment
Experience in non-linear video editing software such as AVID or Final Cut Pro

Working Conditions:

Typical office environment