

## **MEDIA SYSTEMS/RESOURCES SERIES**

### **Series Specification**

#### **Media Systems/Resources Technician I**

#### **Media Systems/Resources Technician II**

#### **Media Systems/Resources Specialist**

### **DEFINITION**

This series specification describes three classes responsible for setting up, installing, operating, testing, and troubleshooting audio visual and media systems equipment.

### **DISTINGUISHING CHARACTERISTICS**

**Media Systems/Resources Technician I:** This is an experienced technician. Under some supervision, incumbents perform a variety of technical, operational and instructional duties.

**Media Systems/Resources Technician II:** This is an experienced Media Systems/Resources Technician I, or equivalent, who is proficient in executing assigned duties. Under minimal supervision, incumbents perform a wide variety of technical, operational and instructional duties.

**Media Systems/Resources Specialist:** This is the lead position in this class. Incumbents are proficient in independently executing assigned duties and responsibilities. Distinguished from the Technician I and II levels by the amount of responsibility, leadership, and discretion exercised, expertise demonstrated, and complexity and scope of work performed.

### **TYPICAL DUTIES**

**Media Systems/Resources Technician I:** Provides audio/video (A/V) support for internal and external events as necessary. Assists faculty, staff, and administrators with audio/video related questions and problems. Receives, files and posts for delivery, equipment requests from the campus community. Transports, sets up, maintains, monitors, and troubleshoots teleconferencing equipment, multimedia devices, televisions, monitors, projectors, recording equipment, speaker sets, digital cameras/camcorders, audio mixers, sound boards and other presentation equipment. Performs maintenance and repairs on media systems equipment and software. Assists staff with telecommunications network scheduling and programming; monitors automated network switching equipment; and coordinates the scheduling of distance education facility sites. Operates control consoles for interactive television classrooms; trains temporary staff, faculty and co-workers in the operation of distance education equipment. Installs equipment for multimedia classrooms; provide multimedia hardware/software and streaming expertise and production support. Assists with digital program production, satellite teleconferences, and digital videoconferences. Duplicates audio, video, and other media programs from original materials. Receives, inspects, tests, and labels all new equipment; maintains inventory records and files. Documents and tracks daily activities and status. Interviews, hires and oversees temporary staff. Performs related duties as assigned.

**Media Systems/Resources Technician II:** In addition to the typical duties of the Media Systems/Resources Technician I, acts as a focal point for requests, problems and issues affecting the unit. Evaluates and recommends equipment for potential purchase. Provides technical architectural position summary and modification guidelines. Evaluates status of existing systems and facilities and manages systematic testing and preventative maintenance processes to keep both permanently installed and

portable equipment in working order to meet customer needs. Gathers bids from appropriate vendors, evaluates options, and make recommendations. Participates in the development of procedures, policies, and guidelines for the operation of the department. Monitors budgets; forecasts employment costs for student assistants; and requisitions supplies and equipment within budget allocations as required. Completes return merchandise authorization forms for vendors as appropriate. Performs related duties as assigned.

**Media Systems/Resource Specialist:** In addition to the typical duties of the Media Systems/Resources Technician I and II, manage campus-wide systems and facilities to keep learning spaces, meeting rooms, production facilities, and event spaces in optimal working order. Designs, builds, operates, and maintains media systems, television production facilities, transmission equipment, and pathways; interactive television classrooms, control rooms, and distribution channels; and field production equipment. Provides input, advice and feedback on the suitability, sustainability and use of new products and processes. Provides technical guidelines on major projects related to field of expertise. Maintains all required communications licenses and directs the research, planning, and implementation of migration from analog to digital technologies. Assigns system resources, assigns and monitors staff assignments, and special projects. Meet with customers, colleagues and vendors to create scopes of work, resource requirements, and implementation/installation timelines. Functions as lead for Media Systems/Resources Technicians. Performs related duties as assigned.

## **QUALIFICATIONS**

### **EDUCATION/ EXPERIENCE**

**Media Systems/Resources Technician I:** Associate degree from an accredited institution in computer sciences, telecommunications technology, engineering technology, electrical engineering or closely related field (or completion of an equivalent certificate program) **AND** one year of experience directly related to job duties; **OR**, two years' experience directly related to job duties; **OR**, a combination of training and/or experience totaling three years that is likely to have provided the required level of knowledge and abilities.

**Media Systems/Resources Technician II:** Associate degree from an accredited institution in computer sciences, telecommunications technology, engineering technology, electrical engineering or closely related field (or completion of an equivalent certificate program) **AND** two years of experience in the class of Media Systems/Resources Technician I with increasingly responsible activities related to job duties; **OR**, four years' experience directly related to job duties; **OR**, a combination of training and/or experience totaling six years that is likely to have provided the required level of knowledge and abilities.

**Media Systems/Resources Specialist:** Bachelor degree from an accredited institution in computer sciences, telecommunications technology, engineering technology, electrical engineering or closely related field **AND** three years' experience in the class of Media Systems/Resources Technician II or equivalent; **OR**, Associate degree in computer sciences, telecommunications technology, engineering technology, electrical engineering or closely related field **AND** five years of experience in the class of Media Systems/Resources Technician II or equivalent related to job duties; **OR**, a combination of training and/or experience totaling seven years that is likely to have provided the required level of knowledge and abilities.

### **SPECIAL REQUIREMENTS (All Levels):**

Any offer of employment will be contingent upon the successful completion of a medical evaluation. Possess and maintain a valid California Driver's License in compliance with Los Rios Board Regulation R-8343; employment is contingent upon meeting the requirements of Los Rios Board Regulation R-8343.

## **KNOWLEDGE OF**

**Media Systems/Resources Technician I, II and Specialist:** Knowledge of audio production and delivery and/or receiving standards, practices, and techniques; television production practices; and technical problem solving techniques. Knowledge of organizational processes, practices, and policies; instructional delivery methods and techniques; effective communications technique. Knowledge of computer applications including: word processing, E-mail, spreadsheets, databases, and Internet applications; graphics and video editing software; technical knowledge of teleconferencing, presentation, and other A/V hardware. Knowledge of principles and practices of electrical and electronic theory needed to maintain and operate a large audio/visual equipment inventory; and sources of new parts and repair items.

**Media Systems/Resources Technician II and Specialist:** Knowledge of effective leadership and project management techniques; organizational processes, practices, and policies; instructional delivery and computer system support; basic record keeping and network operating systems; network security technologies, procedures and practices. Knowledge of design, implementation, and support of various media systems.

**Media Systems/Resources Specialist:** Knowledge of uses for, and operational/technical characteristics of media technologies and equipment, including audio visual, video, computers, and computer projection equipment and its use in learning spaces, classroom capture, streaming media technologies, telecommunications systems and compressed video technology, internet technologies, TCP/IP tools, SHFTP, and Remote Desktop, videoconferencing – both traditional ISDN analog and IP based, multimedia and digital video production and equipment, video – both analog and digital – and editing systems, and audio systems. Knowledge of electronic principles, practices, and techniques involved in all aspects of television from basic electronics through Ultra High Frequency digital transmitters and receivers including standard analog and digital broadcast operating systems, microwave transmission systems, fiber optic systems, broadband cable systems, satellite earth stations, and instructional television fixed service. Knowledge of production and post-production facility requirements and systems; field production requirements and techniques; and industry standards. Knowledge of future industry directions in the development of new products; copyright law; technical problem solving techniques; and multimedia production techniques. Knowledge of videotape life cycle and long-term archiving of videotape. Knowledge of audio and video editing requirements and techniques; effective leadership and project management techniques; and effective customer relations.

## **SKILLS IN**

**All Levels:** Skill in inspecting and evaluating the quality of products; critical thinking; finding information and identifying essential information; and finding ways to structure or classify multiple pieces of information. Skill in controlling the operations of equipment or systems; determining the kind of tools and equipment needed to do a job; and identifying the nature of problems; problem solving. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate.

**Media Systems/Resources Specialist:** Skill in developing an image of how a system should work under ideal conditions; controlling the operations of equipment or systems.

**ABILITY TO (ESSENTIAL FUNCTIONS)**

**All Levels:** The ability to perform the essential functions of the position; sustain regular work attendance; utilize customer service and interpersonal skills to work with the campus community and facilities uses in a tactful, patient and courteous manner; communicate with both technical and non-technical personnel; communicate and work cooperatively and effectively with faculty, students, staff, peers, and management; exercise initiative and mature judgment; work as a member of a team; and develop and meet schedules and time lines. Plan, organize, prioritize, and complete the workload of assigned areas of responsibility and work independently with minimum supervision; be self-motivated, and show initiative; understand complex procedures and instructions; and learn and adapt to new technologies, procedures and policies; research independently through the use of schematics, diagrams, maintenance manuals and other documents. Prioritize and coordinate activities with vendors, users, and staff; work effectively under pressure in a busy and demanding information services environment.

**Media Systems/Resources Technician II and Specialist:** The ability to provide team leadership and direction. Provide multimedia hardware/software and streaming expertise and production support.

**Media Systems/Resource Specialist:** Understand and interpret educational needs and develop effective instructional media solutions, working projects from concept through completion; design and build a system to meet verbal and written requirements and to plan and create a working drawing of equipment for an application.

**Physical and Environmental Factors (All Levels):** The ability to move, lift, maintain, and service audio/visual, media systems and related equipment; stand, sit, and maneuver for long periods; bend/reach at wrist and knees; lift heavy objects (up to 50 pounds) with and without assistance; sometimes work above the ground; climb and work on a ladder; reach, grasp, pull, push equipment; stoop and crouch; work and maneuver through tight and cramped spaces; exposure to electrical panels, wiring, motors and controls; exposure to dust and allergens; manipulate hand and electrical tools, wires, cables, and related types of tools and equipment; must wear personal protective and safety gear when appropriate.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**

**All Levels:** Hand and power tools; test equipment; audio equipment; video equipment; projection equipment; broadband cable systems; field and postproduction equipment including linear and non-linear editing equipment and other equipment common to the field to which the position is assigned; current office technologies including computers, printers, faxes, telephones and copiers.

**Media Systems/Resources Specialist:** Studio lighting equipment and peripherals; engineering and test equipment; distribution equipment.