



JOB TITLE: DIGITAL MEDIA SUPPORT TECHNICIAN

Classification: Classified
Salary Range: 37

Retirement Type: PERS*
Revised/Board Approved: August 15, 2022

BASIC FUNCTION:

Under the direction of a supervisor, dean, or director, the Digital Media Support Technician provides specialized, technical end-user support, assistance, and advice on the use of digital technology systems.

REPRESENTATIVE DUTIES:

Install, maintain, modify, and make minor repairs to networked and stand-alone digital technology systems and equipment (e.g., recording equipment, cameras, virtual reality systems, 3D printers, amplifiers, wireless microphone systems, assisted listening systems, alternative media technology equipment for students with disabilities, digital control systems, etc.) and related hardware and software configurations.

Perform preventative maintenance on digital media systems and equipment. Troubleshoot and resolve problems with equipment, devices, and systems. Collaborate with other personnel to improve virtual support presence and management of and access to distance learning classrooms and other digital media resources.

Monitor and maintain a security tracking system for digital media equipment. Maintain inventory of all equipment. Track equipment usage, as needed.

Work with and support faculty, students, and/or staff on the application of new digital media techniques and on the use of digital technology systems based on their specific needs. Answer questions regarding proper use. Create and deliver hands-on training seminars and workshops. Develop training manuals, end-user guides, and a variety of other documentation for different learner types.

Set up digital media equipment and provide videography support for various events around the campus. Determine appropriate equipment based on business need.

Coordinate equipment repairs with Information Technology Services, Facilities Planning and Services, and/or external vendors, as needed.

Research, test, and recommend new technologies and digital media purchases that may be needed to enhance functionality of existing instructional equipment, facilities, and/or programming for students. Inform management of technology changes based on developments in field and evolving operational needs. Participate in professional associations to stay informed of new developments and technologies.

Gather facts and figures on new technology and media services. Share information with management and work groups, as appropriate.

Perform other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Two years college level training involving electronics, programming, digital media, studio production, or related field and

Three years of relevant multimedia experience; OR

Five years of experience or training in digital media systems and equipment or digital system configuration and support.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Expertise in the design, installation, and maintenance of multimedia hardware and software.

Basic electronics repair.

Comprehensive knowledge of audio, video, and multimedia productions.

Principles of providing technology-related training and work direction.

Methods and practices of statistical record-keeping techniques.

Knowledge of safety protocols and proper use of digital media equipment.

Operation, maintenance, repair and calibration of digital media equipment.

Expertise in interpersonal skills using tact, patience, and courtesy.

Abilities/Skills:

Ability to communicate effectively both orally and in writing.

Skilled at problem identification and resolution.

Skilled at technical documentation.

Analyze situations and adopt effective course of action.

Organize day-to-day operations of specific area.

Read, interpret, apply, and explain rules, regulations, policies, and procedures.

Meet schedules and deadlines.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction.

WORKING CONDITIONS:

Ability to carry up to 25 lbs.

Classroom, conference, and office settings.

Long periods of standing and sitting.

Frequently moves from one work area to another as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.