

DESERT COMMUNITY COLLEGE DISTRICT

MEDIA SUPPORT AND TRAINING SPECIALIST

BASIC FUNCTION

Under the direction of the Director, Network Services and Telecommunications, develop and perform training to support faculty and staff relating to District software and applications; provide technical support in the maintenance of the district's web and intranet sites; provide audio/visual services; create user manuals and procedures.

REPRESENTATIVE DUTIES

Essential Duties

1. Installation and maintenance of small classroom equipment including computer/monitor, media control unit, projector, speakers/sound system, document camera, ADA accessible components.
2. Coordinate the installation, documentation, and training requirements for new and existing desktop and administrative software systems and applications.
3. Assist users with the use of file conversion tools, animation tools, imaging tools, clip media and other technologies.
4. Work with various departments to define training requirements; schedule and perform training and workshops in groups and one-on-one settings.
5. Setup and strike equipment for Board meetings, including the setup of all microphones, mixers, streaming and recording devices.
6. Ad hoc setups for various events which include Public Announcement systems, podiums, and related equipment.
7. Using District templates and standards authorized by Institutional Advancement, perform specialized duties associated with the maintenance of the district web and intranet sites.
8. Assist in the design and develop web pages using Content Management System or other relevant tools.
9. In collaboration with Institutional Advancement, using District templates, standards and brands, assist with, perform digital design, imaging, graphic production, and photography services.
10. Provide audio-visual services including audio/video production; editing and duplicating; internal/internet streaming video; sound mixing; in-studio production.
11. Working with other departments, create and publish District YouTube content.
12. Create and assist with the design, preparation and editing of District user training manuals and procedures.
13. Evaluate user/District media requirements and define capabilities of software applications to meet District needs.
14. Research, evaluate and test new hardware and software; identify potential conflicts with existing systems; consult with vendors to resolve issues before instituting new hardware and software.

Other Duties

1. Answers help desk calls, determines nature of problem; resolves problem based on own knowledge or refers to appropriate technician/specialist or manager based on severity.
2. Recommend policies, practices and procedures to improve overall support service and remedy specific user issues.
3. Develop systems to effectively communicate information systems concepts to operational users by incorporating critical areas into updated training documentation and specialized training classes.
4. Provide functional and technical assistance for help desk inquiries; resolve issues or refer to appropriate technical staff.

5. Assist technical staff in maintaining and installing instructional labs.
6. Other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

Basic principles and techniques of web and intranet design including knowledge of HTML.

Working knowledge of Photoshop, Illustrator, InDesign, and Camtasia.

Working knowledge of video editing software.

Knowledge of audio-visual operating systems and equipment.

Basic principles and techniques of software design, implementation, installation and configuration.

Basic principles and methods of information systems and operations.

Ability to:

Convert documents to HTML format.

Operate a variety of equipment including media, audio and computer hardware.

Demonstrated skill to communicate effectively both verbally and in writing.

Demonstrated skill in understanding the daily operational requirements of user departments.

Ability to lift 25 lbs. unassisted and 50 lbs. assisted

Ability to climb ladders and work on overhead equipment; ability to operate Genie lift.

Ability to bend, kneel, crawl for extended periods of time.

Ability to operate a variety of computer, audio-visual and related equipment for extended periods of time.

Ability to establish and maintain cooperative and effective working relationships with others

Ability to understand and follow oral and written instructions

EDUCATION AND EXPERIENCE

Education and Experience

Any combination equivalent to: Associate's degree in computer science or related field **AND** three years of working experience in computer or related technology, including one year of working experience with audio-visual/media equipment and software **OR** Bachelor's degree in Computer Science or related field **AND** one year of working experience in computer or related technology which includes working experience with audio-visual/media equipment and software.

Desirable

Experience at an educational institution; experience with Sharepoint or District's current content management system.

WORKING CONDITIONS

Environment: Office environment.

EMPLOYMENT STATUS

Bargaining unit position

Range 17