



**Connecticut State Community College
Job Description
Academic Media Technician II**

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
7/20/23

Position Purpose

The Academic Media Technician II position performs academic classroom and computer equipment and software maintenance and repair at Connecticut State Community College, which relies on computerized services in support of its academic and administrative functions. Those services include Media assistance to academic computer labs, and to academic programs and areas of study such as allied health, digital arts, multimedia, business systems, and the likes.

The position's role is focused on providing technical assistance to the users of the various media, event, and technology systems through diagnosing and repairing operating problems. This includes AV installation as well as demonstrating proper use of campus technology and related classroom and administrative equipment operation.

Supervisory and Other Relationships

The Academic Media Technician II typically works under the supervision of the CT State Community College Academic Technology Manager (ATM)

The position may lead student workers and other academic technology staff in performing routine tasks in computer and peripheral equipment set-up and operation.

The position is required to have cooperative relationships with students, staff and faculty and is expected to represent the campus and CT State College Information Technology department in a positive manner.

Major Accountabilities

The Academic Media Technician II is accountable for providing technically sound assistance in installation, maintenance and repair of AV equipment, and installation and updating of software, as assigned.

Examples Duties

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

The Academic Media Technician II is accountable for contributing to the proper functioning of the College's classroom computer and audio-visual systems by performing a range of skilled technical work to support their operation. This accountability includes such essential tasks as:

1. Monitors the ongoing operation of Media Systems and assists with performance tuning, troubleshooting of hardware, and application issues.
2. Installing, configuring, adapting and testing hardware and software of audio visual and computerized media systems.
3. Hands-on software and hardware troubleshooting.
4. Production of written technical documentation in a user-friendly format.

5. Documentation of unique and innovative solutions to the central knowledge base
6. Utilization of an enterprise level ticketing system, such as Service Now, to log, monitor, document, and resolve technical incidents. Contribute to the knowledgebase when necessary.
7. Ability to calmly and confidently provide end user training on audio visual technology and equipment.
8. Responsible for providing inventory information when installing or relocating college-owned equipment.
9. Plan, design, and lead IT and AV support at college events when needed.
10. Operates and maintains a variety of audio-visual equipment.
11. Researches and recommends new hardware, software, and management tools to enhance service quality.
12. Monitoring and notification of in-stock levels of AV systems equipment parts and materials.
13. Performing basic network connectivity tests, both wired and wireless.
14. Escalating calls to the proper resource or support group when necessary.
15. Perform routine testing and evaluation of audio-visual/computing equipment and related software. Troubleshoot and interface with vendors, as assigned.
16. Maintain and replace equipment in classroom and event spaces, including but not limited to projectors, computers, and other audio-visual equipment.
17. Performs preventative checks to make sure equipment is operational before being deployed.
18. Video recording and post-production editing, including audio, video, graphics and visual effects associated with multimedia production/coordination and support.
19. Digital signage support
20. Develops knowledgebase articles and frontline documentation to support students and faculty in the use of the college's instructional technologies as well as successfully navigating the online learning environment.
21. Keeps current with common and emerging educational technologies and audio-visual technologies. Perform routine testing and evaluation of audio-visual/computing equipment and related software. Troubleshoot and interface with vendors, as assigned.
22. Lead with establishing system wide AV/Media standards.

Professional Participation and Development

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at committee, staff, informational and professional meetings.

May involve participation at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

The incumbent is required to maintain complete confidentiality of student (Personal data) records and other materials or information of a confidential nature.

Qualifications

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Ability to take ownership and manage small to mid-size projects from start to completion.
- Computer hardware, software, related peripheral equipment, AV and media equipment, software applications and equipment assembly and installation.
- Experience working with one or more of the following technologies: AV Control Systems, such as Crestron or Extron, video media software, touch panel control systems, sound systems, and AV switchers.
- Possesses a working knowledge of currently supported operating systems. Experience in a higher education Help Desk setting.
- Experience in a K-12 or college educational environment.
- Industry standard technical certifications are desired.

- Interacting favorably with faculty, administrators, staff and students.
- Excellent customer service skills, including effective written and verbal communication, technical follow-through, personal organization, prioritization and problem-solving skills.
- Knowledge of wireless internet and network connectivity needed.
- Basic fluency in Microsoft Office products and Adobe products.

These skills and abilities typically are acquired through a combination of education, training or experience which would include a Bachelor's degree in a technology related field together with one to four years of demonstrated experience in administration and support of audio visual systems in a higher education environment. ; or a combination of education, training, and experience which would lead to the competencies required for successful performance of the position's essential duties. Relevant professional certifications are desired and preferred.

Work Environment

Incumbents perform work in offices, computer rooms, computer labs, classrooms, auditoriums, lecture spaces, student centers, and other college spaces. The work involves installation and repair of such equipment which requires incumbents to exert substantial physical effort. Work may be performed at more than one physical site. Work may require occasional evening or weekend duty. Reasonable accommodation will be made for candidates with physical limitations.