



Position Title: Multimedia Support Manager
Reports To: Director
Department: Media Services
Prepared By/Date: Jennifer C. Brito/12-30-10
Approved By/Date: Marilyn Nuno/Robert Parrondo/05-18-2011
Revised: Robert Calabrese/8-12-2011

Job Code: 0145-00E
Job Group: PEC
Salary Grade: 15
FLSA Status: Exempt

Summary:

This position is responsible for specific functions in the Media Services area including; special event support, multimedia repair and engineering and system integration. This includes classroom and theatre support and the supervision of technical staff that are responsible for installation, operation and maintenance of permanent and mobile multimedia presentation systems, digital video storage, retrieval and other multimedia content for the college.

Essential Duties and Responsibilities:

- Manages several operations within the department that include but may not be limited to multimedia installations, classroom support, special event setup and operation, multimedia engineering and equipment repair
- Makes recommendations for the acquisition of system components, software, vendors, and consultants to ensure the most effective and efficient technologies for the development of multimedia materials
- Selects, trains and evaluates employees assigned to this function
- Researches and maintains currency in exiting and emerging technologies
- Plans and implements media support systems for special events
- Plans and manages the day-to-day operations of classroom, laboratory, auditorium, and conference room presentations of multimedia support materials
- Coordinates projects and proposals in consultation with department faculty and administrators
- Ensures compliance with College standards
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of multimedia equipment and setup standards, including selecting and installing microphones, mixers, matrixes, amplifiers, switchers, digital projectors and screens
- Knowledge of sound reinforcement standards, practices and equipment
- Knowledge of current operating systems, and relevant software applications
- Skill in the use of computers, instructional media and graphic design programs, and relevant authoring tools
- Ability to lead a team performing technical work and coordinate day-to-day activities
- Ability to understand and interpret educational needs and to develop effective instructional media solutions
- Ability to evaluate and edit the content, structure, and format of a range of written material
- Ability to utilize professional audiovisual facilities and equipment
- Ability to supervise and train staff, including organizing, prioritizing, and scheduling work assignments
- Ability to interpret, adapt, and apply guidelines and procedures
- Ability to utilize professional audiovisual facilities and equipment

- Ability to work effectively in a multi-cultural/multi-ethnic environment

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, this position oversees special event support which often utilizes large amplification and sound systems that may result in a very loud working environment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must occasionally lift and/or move up to 50 pounds

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s degree and six (6) years of experience working in a related field. Two (2) years of work experience supervising technical support

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name