



**Position Title:** Part-Time Media Services and Network Technician

**Job Code:** 8308

**Grade:** CT

**Reports To:** Student/Administrative Services Chairperson

**FLSA:** Non-Exempt

**Job Description:**

The Part-Time Media Services and Network Technician will provide technological assistance to staff, students and faculty.

**Duties & Responsibilities:**

- Coordinates the multimedia equipment distribution at the Campus
- Troubleshoots network hardware problems
- Assists with installation of new software in a network environment
- Helps maintain network hardware
- Assists clients with MDC log-in problems
- Helps troubleshoot wireless network problems
- Installs new computers and printers on the network
- Performs standard equipment set-ups and support, such as computers, overhead and data projectors, TV & VCR units, slide projectors, document cameras, multimedia carts, etc.
- Performs basic troubleshooting of multimedia delivery systems
- Performs basic departmental functions, such as locating materials, answering questions, directing clients, etc.
- Supervises delivery of academic services to the classroom
- Tracks all calls and service requests with Clientele database program
- Performs other duties as assigned

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

- One (1) year of technical support experience in a network environment including exposure to multimedia equipment.
- Knowledge in the use and operation of multimedia equipment and computers
- Ability to work independently
- Excellent communications skills
- Ability to work a flexible schedule, some evening and weekend hours

**ACKNOWLEDGEMENT**

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

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name