Computer and Media Technician

Department: Information Technology
FLSA Status: Non-exempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. - 5:00 p.m.; 12 month. Other days and hours as directed.
Job Status: 1.0 FTE
Reports To: Director of Media Services
Amount of Travel Required: up to 5 percent
Positions Supervised: May supervise student workers

POSITION SUMMARY:
Provides technical and operational support for the installation and use of computers and electronic media components and systems such as audio and video systems, projectors, integrated room media systems, electronic whiteboards, televisions, and audio and video recording and streaming personally or through others.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)

- Maintains computers, audio and video equipment in good operating condition
- Solves technical issues to include replacing consumable items, e.g., bulbs
- Coordinates with vendors on the repair or installation of equipment
- Sets up, operates, and takes down audio and/or video equipment to support individual events on campus and at designated off-campus sites
- Assists members of the college community in using audio and video systems and equipment by: connecting user devices to projectors, modulating sound levels, changing content sources, and disconnecting user devices from projectors

Other Job Function Statement(s)

- Supervises and trains student workers to perform some of these functions, as needed.
- Performs other job duties as assigned.

POSITION QUALIFICATIONS: (The minimum knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)

High School diploma or equivalent. Basic knowledge in the use of computers (both Mac and Windows) and supported operating systems.
(Desired: Associate’s or bachelor’s degree with relevant coursework, one year’s experience in set up and operations of computer equipment and/or audio-visual equipment and systems, or lesser experience supplemented with technical training.)

License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) N/A

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform the essential functions of the job.)

To perform this job successfully, an individual must:

- diagnose and resolve computer and/or audio-visual equipment problems;
- utilize appropriate tools, materials, methods, and or technology (including applicable software) in an efficient and safe manner when installing, repairing, operating, or maintaining equipment and or related materials; and
- communicate effectively using a variety of styles and techniques appropriate to the audience.

ABILITIES (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to perform the essential functions of the job.)

To perform this job successfully, an individual must have the ability to:

- work evenings and weekends as needed;
- work independently with little supervision;
- organize work or assigned projects;
- pay attention to details;
- accept change and considerable variety in the workplace;
- follow instructions and/or guidelines;
- learn and demonstrate basic audio/visual system control programming
- perform basic cable management;
- obtain and or maintain a valid Texas driver’s license;
- operate a motor vehicle in a safe manner when delivering or picking up equipment locally and out-of-town
- work under pressure while maintaining a professional demeanor;
- model high standards of honesty, integrity, trust, and ethical behavior.

BEHAVIORS (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to perform the essential functions of the job and are formally reviewed during the annual performance evaluation process.)

The following must be demonstrated at a fully acceptable level:

- Productivity – Completes all assignments on a timely basis.
- Accuracy – Completes all assignments with a minimum of errors.
- Service Orientation - Is very “customer” friendly to all internal and external personnel.
- Teamwork – Works effectively with all campus personnel. Offers assistance when it is needed.
- Attendance and Punctuality – Misses few workdays and arrives on time.

PHYSICAL REQUIREMENTS:

The following represent the physical requirements of the essential job functions: Bending/stooping, pushing/pulling, walking, climbing, talking, seeing, hearing, finger dexterity, and lifting up to 50 pounds.
**WORK ENVIRONMENT:**

Typical environment is indoors. Noise levels from low to high. May occasionally work outdoors under seasonal temperatures and or other weather conditions.

**Disclaimer:** The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. *It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.* Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: ___________________________ Date: __________

Supervisor Signature: ___________________________ Date: __________

Executive Signature: ___________________________ Date: __________