

MULTIMEDIA SPECIALIST, LEAD

DEFINITION

Under direction, leads and/or performs advanced technical support duties pertaining to the design, development, and operation of multimedia systems and technology; coordinates the design, set up and operation of video, lighting, sound, telecommunications, videoconferencing, distance education and other systems; performs diagnostic tests to verify function and/or troubleshoot problems; coordinates the implementation of hardware and software upgrades and related system maintenance; provides guidance and training to subordinates and end users regarding system operation; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the most advanced technical level class in the Multimedia Support Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the most advanced technical duties which present a higher consequence of error involving AV System Design, AVIT Systems Engineering, Programming, Installation, Custom Fabrication of multimedia and related systems and technology. Incumbents work with District staff to plan and design solutions to multimedia system needs, and provide high level specialized support in resolving equipment and system problems, utilizing advanced and specialized knowledge of multimedia technology to make decisions and complete assignments.

This class may be distinguished from the lower-level class of Multimedia Specialist because incumbents in that class perform technical duties involving delivery, set up, operation, retrieval, maintenance, troubleshooting, and repair of multimedia and related systems and technology, but have minimal responsibilities related to system planning, design and installation.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a manager or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly supervise other full-time employees, but serves as *project management lead*; *Assesses Needs, Initiation, Research & Planning, Prepares Design Documents and Bill of Materials, Project Execution, Project Monitoring and Control, Closure*; assigns, directs and/or monitors the work of subordinate full time, part time, and/or student employees on a regular, project or assignment basis.

ESSENTIAL DUTIES

- Provides direction, schedules and monitors the work of other Multimedia Specialists, Multimedia Technicians, and short-term contract employees; determines day-to-day priorities.
- Trains other Multimedia Specialists, Technicians and short-term contract employees
- Defines the scope of work required for successful completion of projects; plans the project from inception through completion; ensures work is performed in compliance with appropriate safety protocols.
- Designs, installs, calibrates, maintains and operates the most advanced audio/video, lighting, sound, videoconferencing, distance education and other instructional technology systems.
- Performs the most difficult and complex audio/video, multimedia, and instructional technology design work; end-to-end testing and commissioning of systems
- Meets with administrators, instructors and other users to perform needs assessments regarding proposed technology projects and/or multimedia system installations; researches and tests new technology for instructional use; assists and guides users in determining the best ways to meet their requirements.
- Provides cost estimates and Bills of Material for requested projects; works with other YCCD units, vendors, shippers, and others to ensure delivery of necessary goods and services.
- Researches system options, solutions, devices and processes via the Web, workshops, vendor contacts, manufacturers and others; evaluates multiple potential solutions and develops/recommends appropriate system designs; evaluates and recommends new equipment for purchase.
- Operates multi-media camera systems for live and recorded distance learning broadcasts, classes and special events; uses streaming and telecommunications technology as needed; coordinates technical functions required to livestream courses and special District programming; monitors and audits program schedules to ensure delivery and operation of District multimedia property.
- Coordinates, plans, organizes and conducts in-service trainings for instructors and students regarding the operation and use of District multimedia systems and equipment; ; provides orientation for faculty and other users; responds to questions regarding system purposes, options and potentials.
- Coordinates and/or performs the physical installation of wiring and equipment; considers and coordinates safety, user, power and cooling requirements; installs cabling in raceways, above suspended ceilings and within equipment enclosures; terminates cables with appropriate connectors.
- Troubleshoots and diagnoses equipment and network problems involving District multimedia, and telecommunications systems; configures, aligns, tests and calibrates multimedia equipment using various signal generators and test devices; repairs and maintains projectors, speakers, microphones, mixers, amplifiers, wireless transmitters and other multimedia devices using hand tools, meters, soldering irons and signal generators.
- Attends meetings; serves on committees and task forces; independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; maintains files, logs, records and system documentation; prepares reports, files, correspondence and other documents.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment, but also includes activities that occur in a variety of indoor and outdoor settings. Some exposure to varied weather conditions may be required.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Methods, procedures, and techniques pertaining to the design and installation of multi media systems, including the recommendation and procurement of complex hardware and software.
- Principles and practices of supervision and leadership.
- Operational characteristics of a variety of audio-visual, multi-media and computer systems, hardware and equipment.
- Methods and techniques of troubleshooting and repairing audio-visual and multi-media equipment.
- Operational characteristics of video distribution and teleconferencing systems.
- Operational characteristics of satellite down links.
- Occupational hazards and standard safety precautions.
- Pertinent Federal, State and local codes, laws and regulations.
- Information technology industry, trends, practices and procedures.
- Computer technical documentation, hardware and software standards.
- Computer and telecommunication operating systems, and a variety of broadcast and computer hardware and software applications.
- English usage, spelling, grammar, punctuation and arithmetical processes.

Ability to:

- Lead and direct the work of subordinate staff.
- Design and recommend multimedia systems to meet organizational needs; evaluate and recommend multi media equipment based on user specifications and needs.
- Lead, direct and perform the most difficult audio-visual or multi-media equipment installations and repairs.
- Establish priorities and follow up on work assignments in a timely manner.
- Provide technical support to students, staff and faculty in the use and operation of technical equipment.
- Operate, maintain, troubleshoot and repair multi-media, audio-visual and computer systems, hardware and equipment.
- Operate and troubleshoot video distribution and teleconferencing systems.
- Respond to requests and inquiries from staff and faculty in a timely and appropriate manner.

- Demonstrate the proper use and operation of assigned equipment.
- Effectively participate in the operation of the District information technology, multi media and telecommunications systems.
- Test, analyze, and interpret micro-computer, broadcast, multi media hardware and software problems, and determine problem solutions.
- Interpret complex schematic drawing and technical manuals.
- Perform arithmetical calculations with speed and accuracy.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, perform electronic repairs with small tools, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of equipment and material weighing up to 25 pounds; occasional lifting of items up to 50 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- Experience: Two years equivalent to a Multimedia Specialist at YCCD.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in computer science or a closely related field.
- Experience: Four years performing technical level multimedia work that included setting up, operating, troubleshooting and maintaining a wide variety of video, lighting, sound, telecommunications, videoconferencing, distance education and other systems.

Special Requirements:

- Applicants may be required to demonstrate their knowledge of and competency in setting up and operating different types of multimedia equipment.

Class Adopted: 03/01/09

Class Amended: 7/1/2022