



Trinity Valley Community College

Job Description

Multimedia Specialist

COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

Under the direction of the Director of Media Support Services the Multimedia Specialist is responsible for maintaining peak performance of AV and multimedia systems, providing phone and onsite support to clients, training client on the proper use AV and multimedia systems, aid in the development of best practices for operation of audiovisual systems and provide support setup for clients in the classroom and conference rooms and oversee the proper recording or broadcasting of events.

REPORTS TO:

Director Media Support Services

SUPERVISES:

none

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Associate degree, certificate, related experience, or equivalent experience.

PREFERRED:

Bachelor's degree

EXPERIENCE REQUIRED:

Two (2) years of classroom and venue technology. Must be proficient in configuration, operation and maintenance of video and audio equipment used in an instructional environment.

PREFERRED:

OTHER LICENSES OR CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS REQUIRED:

- | | |
|--|--------------------------------------|
| • Typing/Data Entry | • Leadership/ Management |
| • Computer software proficiency – Microsoft Office | • Attention to detail |
| • Operating equipment – office or otherwise | • Time management |
| • Written and oral communication | • Operational systems and procedures |
| • Interpersonal and/or customer service skills | • Organization |
| • Public Speaking/Presenting | • Federal Regulations and Directives |
| • Administrative Practices | • Operational Systems and procedures |
| • Bookkeeping | • Compliance Law |
| • Basic Math | • Administrative practices |
| | • Advertising/Marketing practices |

All TVCC positions are security sensitive and require a criminal background check.



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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Cooperate in providing media support services to the faculty, students, and staff of TVCC including Athens, Palestine, Terrell, Kaufman and TDCJ campuses.
- Offers phone and onsite support to users.
- Develop best practices for operation of audiovisual systems.
- Receive notification of trouble tickets to act on and insure quick response and resolution.
- Updates ticket progress status to manage time requirements and to meet service level agreement (SLA) expectations.
- Provide assistance to the faculty, students, staff and community members with the operation of all multimedia, sound and video equipment.
- Design, install, program and trouble shoot the various multimedia and video conference rooms used for instruction and presentation on all campuses. This includes document cameras, multimedia switching equipment, and audio equipment.
- Provide training to professors in the use of multimedia smart room technology.
- Perform a comprehensive test of each multimedia smart room before each semester to ensure that each component is functioning correctly.
- Design, install and troubleshoot sound systems in various venues at TVCC including, but not limited to the cafeteria, ballroom, conference rooms, board room and gym. This includes wiring, amplifiers, mixers, speakers, etc.
- Cooperate in the inventory of all media equipment, materials, and supplies.
- Set-up and operate audio, multimedia and video equipment for special College functions including but not limited to graduation, orientations, outside and inside special events.
- Serve as event staff camera person by default on TVCC multi-camera productions, with producer/director.
- Provide basic troubleshooting, diagnostic, and maintenance for video production equipment including cameras, recorders, test equipment, monitors and editors.
- Diagnose malfunctions and make adjustments and repairs to audiovisual equipment to include projection, recording and television equipment. Obtain warranty service as needed or aid in purchasing replacement components to restore functionality.
- Install, troubleshoot and repair media equipment connections in various locations including classrooms, residence halls, offices, etc.
- Install, troubleshoot and repair internal video feeds to classrooms and digital signage throughout the campus.
- Design, install, troubleshoot and restore functionality to repair various classroom technologies as requested by the faculty.
- Assist with post production work on special events including audio mixing and video editing.
- Adhere to quality control standards.
- Adhere to copyright regulations and policy as perceived by TVCC.
- Assist with evening and weekend duty as assigned.
- Cooperate in the training and supervision of student workers as assigned.
- Adhere to TVCC and IT Services policies and procedures.
- Other duties as assigned by the Director of Media Support Services or the Vice President of Information Technology Services.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals

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- Calculator
- Multi-line phone system
- Copier
- Light Van
- Wheelchair Lifts
- Ramps
- Radio Communication Equipment
- Ladder
- Small Hand Tools
- Hand saws
- Power Tools
- Torque Wrench
- Drills
- Lift Equipment
- Video Monitoring Equipment
- Instructional Equipment
- Seat Belts
- Fax machine

PHYSICAL DEMANDS:

- Requires: Reaching, Standing, Walking, Pulling, Lifting, Finger dexterity, Grasping, Feeling, Talking, Hearing, Seeing, Repetitive Motions, Sedentary Work, Computer Work, Light Work
- Subject to: Climbing, Balancing, Stooping, Kneeling, Crouching, Pushing, Medium work,
- May need: Crawling
- Occasionally need to: Heavy Work, Very heavy work

MENTAL DEMANDS:

- Hazardous Physical Conditions: More than 50% of the time
- Atmospheric Conditions: 25-50% of the time
- Extreme Temperatures: 25-50% of the time
- Inadequate Lighting: Less than 25% of the time
- Work Space Restricts Movement: Less than 25% of the time
- Intense Noise: Less than 25% of the time
- Emotional control under stress: more than 50% of the time
- Frequent interruptions: more than 50% of the time

OTHER DEMANDS:

None

The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 7/18/01

Revised: 9/24/2021

Classification:	Staff-Technology	Coordinating/Non-Coordinating:	NC
FLSA Status:	Exempt	TVCC Job Code:	1217
DBM:	B	Travel Required:	More than 50% of the time
IPDEDS/SOC CODE:	27-4099	Employment Status:	Full Time
Salary Grade:	175	Length:	12 Months
FUND:	001	TRS POS. CODE	TRS 01

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