

University of Houston – Clear Lake

Position Description

Job Title: **Media Technician I**

Job Code: **4624**

Pay Grade: **140**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associate's degree or 48 hours of completed college level coursework in Computer Science, Engineering or Applied Science; or equivalent units of Technical School training in desktop computers, applications and operating systems.	Bachelor's degree in Computer Science, Information Systems, or related field.
Experience	One to two years working with multimedia equipment, computers, and software via work related, or an educational setting.	More than two years of hands-on - experience in multimedia equipment, computers, and software in an educational environment.
License/Certification		"Certified Technology Specialist" (CTS) and/or A+ Certified

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

This position supports the University's Media Services section of University Computing and Telecommunications. The position requires the working knowledge for handling day to day support of equipment and services provided by the Media Services group. Equipment to include but not limited to computers, projectors, laptops, and various types of video players. Services includes coordination and scheduling of electronic equipment and distance learning classrooms. Other services to include but not limited to training, equipment maintenance, troubleshooting, and classroom support. This position is also responsible for installing and maintaining software; providing technical support and training for guests, students, staff, and faculty; maintaining academic computing software and hardware inventories, maintaining software documentation. Works under the direction and supervision of others. This position will provide guidance to Student Assistants. Must be able to work the required schedule 12:30pm-10:30pm Monday-Thursday.

Duties and responsibilities	% Time
Installs software and computer hardware, sets up equipment for classes and for special events. operates, and troubleshoots various equipment supported by Media Services. Begin to grasp the installations and configurations of new workstations as required. Working knowledge of installing software upgrades. Opens and tracks repair and work orders for multimedia equipment, computers, software, hardware, products and services. Is able to perform simple diagnoses and electronic repairs. Provide any and all changes to operations documentation on job streams and other tasks that Media Services perform. Configures, installs, maintains, upgrades, troubleshoot, diagnosis, creates master images, and arranges for repair of network hardware and software in all classrooms, wireless labs, and distance learning labs. Provides overall coordination, control and support of all Technology Enhanced Classroom computers and Media Services equipment.	35
Performs routine cleaning, troubleshooting, preventative maintenance and inventory of all equipment in stockroom, general purpose classrooms and auditoriums, projection booths, meeting	15

rooms and/or equipment storage rooms. Evaluates and proposes replacement equipment, configurations and modifications as needed.	
Handles and supervises distribution bookings and assignments of multimedia equipment; provides counter service and direct service to media technology classrooms and/or to customers in a college or division. Working knowledge of how to handles special events support, sound events, and department errands for Media Services and/or for university. Supervise part-time student workers in asbence of Supervisor.	15
Working knowledge of how to operate the university's video distance learning classrooms by preparing the facilities for operation, insuring that all equipment is properly maintained and repaired, setting up and operating lights, cameras, and other production devices.	15
Ensures the security of audio/visual equipment; reports thefts and vandalism. Monitors user area for proper use and observance of site policies.	10
Working knowledge of technical skills to provide support and training to faculty, staff and students. Provides instructions on various information technology systems to faculty, staff and students. Performs other job-related duties as assigned.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.