

University of Houston – Clear Lake

Position Description

Job Title: **Media Technician II**

Job Code: **4625**

Pay Grade: **150**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in Computer Science, Information Systems, or related field.	
Experience	Three to five years working with multimedia equipment, computers, computer peripherals, and software via work related, and/or an educational setting. Requires advanced hardware/software diagnostic skills on PCs. Strong working knowledge of Symantec Ghost Software for building, pushing and managing PC and software images. Strong knowledge of various operating systems including Microsoft Operating System XP. Must be proficient on Microsoft applications including Office XP and Visual Studios and various other software products.	Five or more years of hands-on -experience in multimedia equipment, computers, and software.
License/Certification		"Certified Technology Specialist" (CTS), A+ Certified Crestron Certified, and/or Microsoft Certified Professional (MCP).

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 Telecommunication. The position requires advance technical skills and knowledge to diagnosis, repair, and support various equipment supported by Media Services group. Equipment to include but not limited to computers, control systems, projectors, and various types of video players. Services includes but not limited to component level diagnosis and repair, programming control systems, training Media Techs and users, design electronically enhanced classrooms, and coordination and scheduling of electronic equipment and distance learning classrooms. This position is also responsible for all issues regarding the use of imaging technologies; assesses and leads all Operating System, Office suite, and Visual Studio migrations, leads image building process-including the preparation of a master set of images for use throughout student access machines, wireless laptops, and computers embedded in technology-enhanced classrooms; provides technical consultation to users of system hardware and software; maintains up-to-date knowledge of systems to ensure optimal operation and utilization of system resources; designs, analyzes, tests, maintains computing software and hardware inventories. This position will provide guidance to Media Techs and Student Assistants.

Duties and responsibilities

% Time

Maintain an advanced level of skills and support for installs, sets ups, and diagnosis and repair of various equipment supported by Media Services. Designs, configures, and maintains new workstations, programming for control systems and new classroom enhancements. Installs advanced software upgrades. Opens and tracks more complex work orders for multimedia	40
--	----

equipment, computers, software, hardware, products and services. Provide any and all technical changes to operations documentation on job streams and other tasks that Media Services perform. Be able to diagnose and repair at component level electronic parts, circuit boards, and other related hardware and equipment supported by Media Services. Conducts software and hardware audits/inventory of all Media Services equipment in accordance with university policies and procedures. Configures, installs, maintains, upgrades, troubleshoot, diagnosis, creates master images using Symantec's Ghost, and arranges for repair of network hardware and software in all classrooms, wireless laptops for general, and distance learning labs. Provides overall coordination, control and support of all Technology Enhanced Classroom computers and Media Services equipment.	
Thorough and advanced level of knowledge to handle and supervise distribution bookings and assignments of multimedia equipment; provides highest level of counter support and direct technical service support to all media technology classrooms and/or to customers in a college or division. Handles and coordinates with various contacts for special event support, sound events, and department errands for Media Services and/or for university. Will be lead technician on support matters. Provide supervision to Student Assistants.	15
Provides advance level of technical support and training to faculty, staff , students, and guest. Designs and supports electronically enhanced classrooms. Provides instructions on various information technology systems to faculty, staff and students. Create and update documentation for all users. Website information provider/designer.	15
Maintain an advanced level of knowledge of 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.	10
Performs cleaning, troubleshooting, preventative maintenance and inventory of all equipment in stockroom, general purpose classrooms and auditoriums, projection booths, meeting rooms and/or equipment storage rooms. Evaluates and proposes replacement equipment, configurations and modifications as needed.	10
Ensures the security of multimedia equipment; reports thefts and vandalism. Monitors user area for proper use and observance of site policies. Performs other job-related duties as assigned.	10

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