

MULTIMEDIA TECHNICAL SUPPORT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
2510	Multimedia Assistant	14	210	6 mo.	04/15/12	Rev.
2511	Multimedia Operator	14	210	6 mo.	04/15/12	Rev.
2512	Multimedia Technician	14	210	6 mo.	04/15/12	Rev.
2513	Multimedia Supervisor	03	210	6 mo.	04/15/12	Rev.

Promotional Line: 202

Series Narrative

Employees in this series operate, maintain, and repair electronic, electrical, mechanical, and lighting equipment used in multimedia communications and adapt multimedia equipment. Employees in this series process materials in an audio-visual aids library. The employees at the upper level supervise such operations and their engineering practices. They supervise the construction of exhibits, displays, and/or sets used in classroom instruction, museum displays, or theatrical productions. The work involves a variety of media and requires the use of hand and power tools. They may advise the originator/designer of the technical limitations of media. They may supervise or instruct students in construction methods and techniques and advise patrons on the use of multimedia materials or equipment.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Multimedia Assistant

2510

Previous classes – Instructional Communications Technical Operator I, Audio-Visual Aids Technician I

Employees at this level operate and assist in the maintenance of electronic, electrical, mechanical, and lighting equipment used in instructional communications. They receive, file, ship, maintain, and repair audio-visual materials. They work under direct supervision from a designated supervisor.

A Multimedia Assistant typically –

1. operates equipment and systems used in instructional communications
2. assists in routine maintenance and minor repair of equipment and systems
3. assists in the maintenance of stock inventory of replacement parts and supplies needed for equipment and systems
4. arranges for temporary replacement of damaged equipment
5. assists in the training of student assistants/employees and instructing faculty and staff in the operation of equipment and systems in the handling of audio-visual materials
6. prepares and checks out equipment, systems, and materials for specific presentations, including desired rehearsals
7. maintains schedules for equipment and materials
8. maintains records and prepares reports

9. distributes, retrieves, and stores equipment and materials
10. operates equipment provided by the visual aids service
11. trains student employees in the handling of audio-visual materials
12. performs related duties as assigned

Level II: Multimedia Operator**2511****Previous classes – Audio-Visual Aids Technician II, Instructional Materials Technician I**

Employees at this level operate and assist in the maintenance of electronic, electrical, mechanical, and lighting equipment used in multimedia communications. They service and repair multimedia equipment, supervise the engineering operations of the tape recording department, and advise patrons on the installation of equipment, research projects, and the adaptation of equipment to specific needs. They manufacture sets, displays, and/or exhibits. Under general supervision, they are responsible for the maintenance, operation, and repair of specialized departmental properties.

A Multimedia Operator typically –

1. re-wires, re-builds, and modifies equipment to meet specific needs
2. assists with selection and purchase of new equipment
3. assists in research projects involving audio-visual equipment
4. supervises employees as assigned, may be clerical or other office staff
5. serves as engineer of a tape recording and duplicating unit
6. advises department heads, school superintendents, and audio-visual department heads on the installation, purchase, or other technical aspects of audio-visual programs; instruct students, faculty, and staff in the correct operation of tools and equipment
7. is responsible for the issuance, receipt, custody, and inventory of departmental properties such as technical equipment and power and hand tools; maintains records of inventory and prepares specifications and analyses of unit costs
8. establishes and/or implements a preventive maintenance program for tools and equipment; develops and/or implements safety program for use of department properties
9. builds structures such as sculpture stands, picture frames, and bookcases for departmental equipment; constructs three dimensional sets, displays, and/or exhibits using a wide variety of construction material; uses hand tools
10. prepares chemical solutions, compounds, solvents, and materials used in departmental activities; issues chemicals and laboratory equipment to students in accordance with instructions contained in laboratory procedures
11. is responsible for the security of departmental properties, work areas, and/or exhibit rooms

12. performs work related to the lower level in this series
13. performs other related duties as assigned

Level III: Multimedia Technician**2512**

Previous classes – Instructional Communications Technical Operator II, Audio-Visual Aids Technician III, Instructional Materials Technician II

Employees at this level operate, maintain, and repair electronic, electrical, and mechanical equipment used in instructional communications. They are responsible for the orientation, training, and supervision of employees in a multimedia library and for the proper functioning of the reproducing equipment owned or operated by the department. They select materials and fabricate exhibits, displays and/or sets; assist students through demonstration and observation to assure correct methods and techniques used. They work under general supervision from a designated supervisor.

A Multimedia Technician typically –

1. operates equipment and systems used in instructional communications
2. performs routine maintenance and repairs of equipment and systems
3. maintains a stock inventory of replacement parts and supplies needed for equipment and systems; recommends replacement and/or major repair of damaged or nonfunctioning equipment and systems
4. organizes and maintains work and storage areas in an orderly and efficient condition
5. prepares and checks out equipment, systems, and materials for presentations
6. directs, schedules, distributes, retrieves, and stores equipment and materials
7. trains student assistants, faculty and staff in the operation of equipment and systems; instructs faculty and students in the operation of equipment and systems as required
8. supervises the re-wiring, re-building, and modification of equipment
9. supervises the planning and design of permanent audio-visual installations
10. performs work related to the lower level in this series
11. performs related duties as assigned

Level IV: Multimedia Supervisor**2513**

Previous classes – Instructional Communications Technical Operator III, Audio-Visual Services Manager, Multimedia Technician

Employees at this level supervise the engineering practices and technical operations, maintenance, and repair of a multimedia communications unit. They plan, coordinate, and direct a program of multimedia services in coordination with instructional resources. They work under direction from a designated supervisor to set up and operate equipment used for multimedia presentations in an assembly hall.

A Multimedia Supervisor typically –

1. consults with instructional systems designers on applicable roles and functions of audio-visual aids
2. coordinates and supervises the preparation and check-out of equipment, systems, and materials for presentations
3. coordinates and supervises the maintenance of work and storage areas
4. supervises technical and clerical subordinates as assigned
5. directs the operation of equipment and systems used in instructional communications
6. directs the maintenance of a stock inventory of replacement parts and supplies needed for instructional equipment and systems; recommends replacement and/or major repair of damaged or nonfunctioning equipment and systems
7. directs the distribution, retrieval, and storage of equipment and materials at necessary locations for instructional communications
8. directs the training of student assistants, faculty and staff in the operation of equipment and systems
9. adjusts and trims battens, curtains, and lighting as required for multimedia presentations
10. sets up and takes down microphones, lecterns, and related equipment used on a stage; sets up, operates, and maintains electronic equipment; sets up and maintains audience response equipment
11. sets up, operates, and maintains specialized electronic sequencing equipment
12. performs work related to the lower level in this series
13. performs related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Multimedia Assistant

2510

Previous classes – Audio-Visual Aids Technician I, Instructional Communications Technical Operator I

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

1. Knowledge of function and operation of all types of instructional communication equipment
2. Knowledge of electronic circuitry and skill in trouble-shooting and repairing same

3. Knowledge of the function and operation of all types of instructional communication equipment
4. Knowledge of the operation of audiovisual equipment and accessories available for distribution and the ability to diagnose malfunctions and effect repairs
5. Knowledge of electronic theory and the ability to analyze schematic diagrams in practical application of theory
6. Knowledge of routine office software such as word processing, spread sheets, databases
7. Skill in the operation and maintenance of instructional communications equipment
8. Ability to enter data in and work with advanced database systems
9. Ability to work with calendaring systems to track educational space usage
10. Ability to carry heavy equipment
11. Ability to drive a motor vehicle
12. Mechanical ability

Level II: Multimedia Operator**2511****Previous classes – Audio-Visual Aids Technician II, Instructional Materials Technician I**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination of the following, totaling **one (1) year (12 months)**, from the categories below:
 - a) training in technical school for electronics, armed services electronics training school, factory electronics and/or mechanical service school
 - b) college courses relating to the operation and use of instructional communications equipment or a closely related field
 - 30 semester hours equals 6 months
 - 60 semester hours equals 12 months
 - c) work experience in the operation and maintenance of instructional communications equipment

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

1. Knowledge of audio-visual equipment use, application and servicing
2. Knowledge of related electronic equipment and practice with skill in using electronic test
3. Knowledge of scheduling and recordkeeping
4. Knowledge of microfilm/fiche machines

5. Knowledge of budgeting
6. Knowledge of audio-visual systems integration, system controls, user interfaces and computer systems
7. Knowledge of audio-visual sub-systems such as lighting systems, electrical systems and signal management, control systems, computer systems and audio-visual networking
8. Skill in maintaining, installing and operating electronic and electrical equipment
9. Ability to drive a motor vehicle
10. Basic computer skills to include Microsoft Excel & Word

Level III: Multimedia Technician**2512**

Previous classes – Instructional Communications Technical Operator II, Audio-Visual Aids Technician III, Instructional Materials Technician II

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination of the following, totaling **one (1) year (12 months)**, from the categories below:
 - a) training in technical school for electronics, armed services electronics training school, factory electronics and/or mechanical service school
 - b) college courses relating to the operation and use of instructional communications equipment or a closely related field
 - 30 semester hours equals 6 months
 - 60 semester hours equals 12 months
 - c) work experience in the operation and maintenance of instructional communications equipment
2. **One (1) year (12 months)** of work experience comparable to Level II of this series

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

1. Knowledge of Internet technology
2. Knowledge of function and operation of all types of instructional communication equipment
3. Skill in the operation and maintenance of instructional communications equipment
4. Skill in trouble-shooting and repairing
5. Ability to communicate effectively orally and in writing
6. Ability to drive a motor vehicle

7. Ability to operate, instructional communications equipment and perform related technical and support functions to facilitate operations and services
8. Ability to operate computer systems and perform related application including Microsoft Office
9. Ability to apply troubleshooting techniques to resolve problems related to basic computer operations
10. Ability to operate standard office equipment including printers, photocopiers, facsimile machines, digital scanners, and calculators
11. Mechanical ability

Level IV: Multimedia Supervisor**2513**

Previous classes – Instructional Communications Technical Operator III, Audio-Visual Services Manager, Multimedia Technician

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination of the following, totaling **one (1) year (12 months)**, from the categories below:
 - a) training in technical school for electronics, armed services, electronics training school, factory electronics and/or mechanical service school
 - b) college courses relating to the operation and use of instructional communications equipment or a closely related field
 - 30 semester hours equals 6 months
 - 60 semester hours equals 12 months
 - c) work experience in the operation and maintenance of instructional communications equipment
2. **Two (2) years (24 months)** of experience in the operation and maintenance of instructional communications equipment comparable to Level III of this series

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

1. Knowledge of the theory and practice of instructional communications equipment
2. Knowledge of radio-television production operations, field operations and editing equipment, mechanical operations and efficient workmanship procedures, logistics and organization
3. Knowledge of cinema, photo, audio, video and related processes and techniques and equipment
4. Knowledge of cross-platform multimedia technologies and their application
5. Knowledge of media formats and their application

6. Knowledge of the types of audio-visual, computer projections and video equipment and accessories
7. Knowledge of instructional patterns of audio-visual practices and equipment utilization practices in higher education
8. Knowledge of instructional materials preparation, including motion pictures and still photography, projectuals, visual copying, and sound recording
9. Knowledge of instructional materials information retrieval and acquisition procedures
10. Knowledge of operation of optical scanner
11. Knowledge of computer programs and hardware used in the evaluation of tests, instructional evaluation, and research data
12. Knowledge of stage lighting control, dimming and circuitry
13. Skill in the operation and maintenance of instructional communications equipment
14. Skill in assembling and operating technical equipment for amplification, recording and mixing sound
15. Skill in operating hand and power tools
16. Ability to communicate effectively orally and in writing
17. Ability to organize and prioritize department preventative maintenance program and repair
18. Ability to produce, distribute and assimilate cross-platform instructional multimedia materials
19. Ability to evaluate specifications of similar equipment to recommend the best product
20. Supervisory ability
21. Administrative ability