

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: MEDIA TECHNICIAN, Grade 055

DEFINITION:

Under general supervision, acts as service representative and project assistant for SDCOE staff, districts and other external clients of Media and Creative Services for products and services such as, but not limited to: Streaming, Graphic Design/Production and new initiatives being developed.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

- Researches new initiatives providing recommendations and solutions.
- Gathers requirements for new initiatives and feature requests and prioritizes feature requests and makes recommendations for implementation.
- Manages the workflow of large design/production projects, elements for events, conferences or other large-scale projects in gathering requirements, setting timelines and following up with all stakeholders to ensure deadlines are met and makes necessary adjustments to timelines.
- Provides training for new initiatives and writes clear documentation for both technical and non-technical users.
- Ensures strong and effective communication to create a positive customer experience, responds to and solves minor technical problems.
- Creates estimates and bills clients for agreed services at completion of project. Maintains client database and a variety of records.
- Runs analytic reports on KPIs and report back to key stakeholders.
- Recommends equipment modifications, replacements and appropriate purchases.
- Coordinates maintenance of equipment with technical staff and tests equipment and configurations for optimum performance and adjust as necessary.

- Serves as backup as necessary for tech support at JRRTC and on video productions.
- Manages all aspects of webcasting, including planning execution and closing out of all projects.

NON-ESSENTIAL FUNCTIONS:

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

EDUCATION AND EXPERIENCE:

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities detailed below. A typical qualifying background would include five (5) years of experience working in a technology-related environment with two (2) years of experience scheduling, organizing and facilitating multiple activities and events requiring considerable contact with individuals and organizations. Experience working with student and teacher technology guidelines and requirements within an education environment is desirable.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Computers, peripherals, multimedia, audio/visual and video conferencing equipment, the internet and a wide variety of software programs (such as word processing, database, desktop publishing, spreadsheet, executive presentation, webcast, etc.).

General knowledge of practical uses of technology-based resources in classroom instructional and staff development activities.

ABILITY TO:

Pay attention to detail and maintain excellent follow through;

Translate technical ideas to actionable project plans;

Utilize strong problem-solving skills;

Understand complex systems;

Schedule and organize multiple activities simultaneously;

Manage up, down and sideways;

Remain unflappable under pressure;

Communicate orally and in writing;

Facilitate the collaborative work of others;

Troubleshoot and resolve computer problems;

Set up and operate audio/visual and multimedia equipment;

Apply the principles and practices of staff development and training;

Learn and apply student and teacher technology guidelines and requirements;

Assess client needs and make appropriate training and technology-based recommendations;

Make decisions on procedural matters using good judgement within the scope of established policy;

Resolve sensitive issues and conflicts using tact and diplomacy;

Establish cooperative working business relationships;

Work effectively independently and as part of a team with minimum supervision;

Organize and prioritize work;

Maintain confidentiality of information;

Demonstrate attendance sufficient to complete the duties of the position as required;

Complete routine tasks thoroughly, accurately and with attention to detail.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

A valid California Driver’s License

WORKING CONDITIONS & PHYSICAL ABILITIES:

Office and meeting room environment. Requires working some evenings and weekends.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other equipment; kneel, bend at the waist and reach overhead, above the shoulders and horizontally, to retrieve and store files and set up computer equipment; push equipment cart and lift objects weighing up to 30 pounds.

Established	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade:
04/2020	April 15, 2020	N/A	Non-Exempt	Classified Support Grade 055