

INSTRUCTIONAL MEDIA SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This is a responsible position assisting the Director or department head in almost all aspects of running the operations of an instructional media / audio-visual / telecommunications department. This includes the college Help Desk as a central point of contact for the college community for technology related and computing issues, and support to users of technology enhanced smartrooms. The incumbent will be responsible for a wide variety of support, technical and administrative duties, relieving the department head of those duties that could reasonably be performed by a subordinate. This class is distinguished from that of the specialized technical equipment staff by the expanded scope of the responsibilities of this position to perform the more administrative and support duties. The work is performed under the general supervision of the department head, with leeway allowed for the use of independent judgment and discretion in the performance of routine department activities. An employee in this class may fill in for the department head in his/her absence.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Consults with, and recommends to, administrators, faculty, staff and students on the availability and proper use of the instructional media, audio-visual and telecommunications equipment that is most appropriate to meet the user's needs;
2. Coordinates workflow of the department, reviews work requests, recommends or establishes priorities as necessary, and follows through to ensure all requests are accommodated; resolves regular questions about department operations and scheduling conflicts;
3. Provides assistance to the clerical support staff and coordinates the work of the technical staff;
4. Oversees the staff and coordinates the workflow of the entire department in the absence of the department head; completes a variety of administrative tasks as assigned by the department head;
5. Assists in the development and refinement of a work order ticketing system for Help Desk inquiries and referrals; tracks, analyzes and modifies Help Desk procedures accordingly;
6. Answers incoming calls and emails from college clientele regarding campus computer operations including software issues, printing problems and network questions; assists in the development of a knowledgebase containing trouble shooting and problem solving procedures for user reference and self-help;
7. Provides training in the use of technology enhanced smartrooms for new users; assists users calling from smartrooms to resolve operational problems;
7. Prepares and revises a variety of departmental reports, manuals, Power Point presentations, web page edits and updates, correspondence and promotional copy;
8. Maintains inventory, orders and makes recommendations on purchase of all office and a variety of instructional media supplies; assists the department head in the preparation for and review of bids and in the preparation of the department budget;
9. Maintains media catalog files and schedules the use of instructional technology equipment, related materials and media software;

INSTRUCTIONAL MEDIA SERVICES ASSISTANT (Cont'd)

TYPICAL WORK ACTIVITIES: (Cont'd)

10. Produces scripts for television promotional announcements, schedules their broadcast and ensures they are properly run; oversees the college's electronic bulletin board for accuracy and timeliness of announcements;
11. Provides conferencing services including satellite, web and audio conferences for on and off-campus clients;
12. Trains and assists student aides and interns on a variety of special projects or assignments.

FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:

Good knowledge of the terminology, practical application, operation and maintenance of instructional media, audio-visual and telecommunications equipment and its practical application; good knowledge of office terminology, procedures and equipment; good knowledge of business English and basic mathematics; good knowledge of cataloging, care and storage of tapes, discs, films and other instructional media supplies; ability to learn and apply technology for smartrooms and computer applications; ability to coordinate and supervise services provided by the instructional media department; ability to maintain satisfactory working relationships with others, including co-workers, subordinates, professionals, students and the public; ability to understand and carry out complex oral and written instructions; ability to communicate effectively, both orally and in writing; clerical, mechanical and administrative aptitude; good judgment; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma, AND:

- EITHER: (A) Completion of an acceptable formal educational program designed to prepare students for a career in instructional media or audio-visual technology, AND two (2) years of full-time work experience providing technical instructional media services or in the operation of television production and broadcasting equipment;
- OR: (B) Four (4) years of full time work experience as described in (A) above;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

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