

## Job Description

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<b>Job Title:</b>	Media Technician
<b>Department:</b>	Stratford Campus
<b>Reports To:</b>	Digital Media Manager
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	July 2017

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### **Primary Purpose**

This position provides technical services for teaching and administration, event support and audiovisual equipment loans for the campus.

### **Key Accountabilities**

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

#### **Management of Equipment**

- Provide preventative maintenance of equipment. Ameliorate the effects of equipment malfunction by timely repair or replacement
- Create and track equipment reports
- Train students in the usage of audio-visual equipment both in the loan pool and in the facilities at Stratford
- Maintain a store room for pick up and drop off of booked or emergency need for student use
- Respond to general inquiries for equipment and facilities use
- Purchase necessary consumable supplies required by Stratford Campus for installations and repairs

#### **Audio Video Operation**

- Set up audio and video for conferences, public relations and student events
- Operate prosumer HD camera in a live streaming environment during outreach events (Family Night, March Break Open House, Etc.)
- Perform post-production editing and creation of audio and video content
- Operate portable public address (PA) systems and live sound during outreach events
- Operate the Christie Digital Microtile installation, including content creation, editing, set-up, calibration and programming with Christie Digital Micro Tile software

#### **Technical Services**

- Diagnose and correct operational problems related to various networked components and audio/visual equipment
- Provide technical assistance and support to staff, students and guests

#### **Problem Solving**

- Coordinate, track, resolve and follow up on all client-initiated requests for service
- Prepare, deploy and maintain computer systems and related technologies in office, public and student lab environments
- Investigate new audio-visual technologies with the aim of improving service and/or reducing costs for teaching support in the classroom and the field
- Provide support for other staff in non-routine problem areas

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### Required Qualifications

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Completed post-secondary education in a field related to computing or digital media technology, or equivalent combination of education and experience</li><li>• Experience with WebCheckout would be desirable</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Several years of experience as an IT/Media technician or consultant, preferable in an academic environment</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Advanced knowledge of Apple operating as an IT technician or consultant, preferably in an academic environment</li><li>• Strong knowledge of photo, video, and audio processing software including Adobe Creative Suite</li><li>• An understanding of emerging technologies and their possible deployment at Stratford</li><li>• Technical skills: Mac Software, operating system, networks and hardware. Audio, visual and photo production and post production. Micro Tile (and other display) technology: production, construction and deployment.</li><li>• Well-developed interpersonal skills, ability to apply sound judgement. Proven ability to deal with faculty, staff and students with tact and diplomacy</li><li>• Effective communications skills to provide consulting assistance to a community with a wide range of levels of technical sophistication</li><li>• Must be self-directed with proven initiative and the ability to work independently in a busy multi-tasking environment. Demonstrated ability to solve complex problems</li><li>• The incumbent is part of a dynamic, forward thinking team and must be open to change and able to adapt quickly to new situations.</li></ul>

### Nature and Scope

- **Contacts:** Within the campus, communicates with faculty, staff and students. Externally, this position will have significant contact with the Arts IT department
- **Level of Responsibility:** The position performs specialized work with minimal supervision.
- **Decision-Making Authority:** This position troubleshoots operational problems related to various networked components and audio/visual equipment and provides technical assistance to staff and students.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions. Lifting and transporting moderately heavy equipment (max 20kg) required. Access to ceilings and other areas may require use of a ladder.
- **Working Environment:** Work takes place in the employee's office and throughout the campus in the computer rooms, labs, public areas, staff and faculty offices. Work outside of normal business hours is periodically required.