

Job Description

Job Title:	Media Services Technician
Department:	Stratford School of Interaction Design and Business
Reports To:	Digital Media Manager
Jobs Reporting:	N/A
Salary Grade:	USG 7
Effective Date:	September 2022

Primary Purpose

To manage and operate the media services office and lending library. This position provides technical services for teaching and administration, event support and audio-visual troubleshooting.

Key Accountabilities

Customer Service

- Provide excellent customer service to patrons of Media Services.
- Receive payments from students for late fees, lab fees, etc. and reconcile financial statements
- Train students in the usage of audio-visual equipment both in the loan pool and in the facilities at Stratford
- Respond to general inquiries regarding equipment and facilities use
- Coordinate, track, resolve and follow up on all client-initiated requests for service

Management of Equipment

- Maintain the Media Services lending library, coordinate the pick-up and return of reserved or walk-in items for student/staff/faculty use
- Assess equipment needs within media services, advise on equipment for future purposes.
- Provide sound recommendations on budgetary requests. Prepare budget with required equipment for Media Services, including interfacing with suppliers,
- Purchase required supplies for Media Services equipment and repairs.
- Provide preventative maintenance of equipment. Ameliorate the effects of equipment malfunction by timely repair or replacement
- Maintain accurate records/reports within the database software used for equipment lending services.

Audio Video Operation

- Set up audio and video for conferences, public relations and student events
- Operate cameras/switchers 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

Technical Services

- Backup IT Support Specialist, with the respect to the areas of troubleshooting classroom presentation technologies and basic IT support.
- Provide technical assistance and support to staff, students and guests with respect to the Media Services equipment library, hardware, software and internet connectivity.
- Liaise with Shipping Co-ordinator at Central Stores to facilitate bulk shipping as required by Stratford School.

Job Description

Problem Solving

- 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

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completed post-secondary education in a field related to computing or digital media technology, or equivalent combination of education and experience

Experience

- Several years of experience as a photographer/videographer, media technician or consultant, preferable in an academic environment
- Experience with WebCheckout or other inventory management system an asset

Knowledge/Skills/Abilities

- Advanced knowledge of Apple operating systems, preferably in an academic environment
- Strong knowledge of photo, video, and audio processing software including Adobe Creative Suite
- An understanding of emerging technologies and their possible deployment at Stratford
- Technical skills: Mac OS/iOS Software, operating systems, classroom presentation technologies. Audio/visual and photo production and postproduction.
- Well-developed interpersonal skills, ability to apply sound judgement. Proven ability to deal with faculty, staff and students with tact and diplomacy
- Effective communications skills to provide consulting assistance to a community with a wide range of levels of technical sophistication
- 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
- The incumbent is part of a dynamic, forward-thinking team and must be open to change and able to adapt quickly to new situations.

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, and external vendors.
- **Level of Responsibility:** The position performs specialized work with minimal supervision.
- **Decision-Making Authority:** Provides sound recommendations on inventory purchasing for Media Services. This position troubleshoots operational problems related to classroom presentation technologies, and equipment and provides technical assistance to staff, faculty 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. Laser cutter/engraver (noise, and exhaust fumes).
- **Working Environment:** Work takes place in primarily in the Media Services 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.