MULTI-MEDIA SUPPORT SPECIALIST

Position Summary
The Multimedia Support Specialist position is responsible for providing support, and assistance in the area of multimedia on a variety of equipment, devices and software districtwide. This may include producing high-quality multimedia content and assisting groups using the lighting and sound for stage productions. The position reports to the Chief Technology Officer or designee.

Essential Functions
The job description is illustrative and not a complete itemization of all duties and responsibilities of the job.

- Support multimedia equipment including projectors, monitors and TVs (interactive\non-interactive), DVD\VCR players, classroom amplifiers, audio enhancement systems and wiring setup and classroom peripherals such as document cameras, input switchers, video cameras, audio recording equipment, lighting and sound boards, wireless broadcast solutions (i.e. Apple TVs) etc. This includes routine maintenance where applicable.
- Educates faculty and staff on the operation of all multimedia equipment and peripherals
- Responsible for supporting the TV Studio and serves as an advocate for designing solutions, installing new equipment, and helping to better implement existing equipment.
- Support faculty instructing classes in the TV studio. This may include helping the teachers to create and run lessons, assessments and hands-on activities and education the teachers on new equipment.
- Supports all organizations that utilize the TV Studio, including GHS clubs (i.e. Guardian Studios), and Youth and Family Services.
- Administers and monitors the GPS video streaming system (i.e. Discover Video), including maintaining and adding new material.
- Aid GPS administrators, faculty and staff in developing ways to use and leverage the GPS video streaming system. Answers questions and makes suggestions regarding new equipment and best practices.
- Configures and utilizes GPS video streaming system for temporary distribution of live video to a different location in the school such as live streaming of assemblies and for broadcasts of material produced by the TV Studio, GHS clubs (i.e. Guardian Studios), or other groups.
- Performs video production/post production as needed. This may include projects of different nature and length including writing, directing, shooting, producing, and editing
- Covers many of the responsibilities of the Coordinator of Multimedia when they are absent and aids with them on an as-needed basis.
- Helps the Coordinator of Multimedia Services to train, guide and manage a staff of multimedia student employees.
- Helps to staff many after school and community use events when short-staffed, or the event requires a higher degree of skill and knowledge. These may include GHS, SMS, and GW Drama Productions, GHS Pops Concert, as well as others.
- Assists groups using lighting and sound for stage productions
- Interfaces with vendors to identify, implement and problem-solve technology needs
- Collaborates with other TIS members to diagnose, problem solve and resolve any technical issues
- Other duties and responsibilities may be assigned by the Superintendent, or designee
Supervisory Requirements

- N/A

Required Education, Licenses, Certifications or Experiences

- Associate’s degree from an accredited university in communications, media production or a related field is desirable or equivalent technical support experience, plus a minimum of one-year experience in multimedia tools, devices and software
- Experience with and knowledge of Windows & Apple OS systems and Adobe Software.
- Driver’s license in good standing

Required Knowledge, Skills and Abilities

- Knowledge and practical application of digital and analog audio boards.
- Knowledge and practical application of TV Studio operations, including video cameras, digital video switchers, prompters and graphics generators.
- Knowledge and practical application of digital streaming hardware and software.
- Knowledge and practical application of video and audio post production editing hardware and software.
- Proactively anticipates issues before they arise and develops appropriate solutions
- Knowledge of network, internet, database, and data communication
- Engage service providers as appropriate
- Ability to work with or contribute to a work group or team and/or participate in group activities requiring skills and cooperation with others
- Problem solving skills to install and support software in educational setting
- Self-starter with excellent organizational skills
- Project management skills
- Knowledge to conduct tests and inspections of products, services, or processes to evaluate quality or performance
- Ability to compose, edit, and comprehend written reports or technical professional material
- Ability to develop constructive and cooperative working relationships with others
- Skills to manage own time appropriately
- Ability to generate or adapt equipment and technology to serve user needs
- Knowledge to consider the relative costs and benefits of potential actions to choose the most appropriate
- Knowledge to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things

Physical and Mental Demands/Work Environment

The physical demands and environmental characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to exert 25 to 50 lbs. of force occasionally and/or up to 15 to 30 lbs. of force frequently
- Must possess depth perception and the ability to see with an entire field of vision periphery/vision
- Ability to distinguish between colors, see details at close range, see details at a distance, under low light conditions, distances less than 3 feet and greater than 20
- Required to walk up ramps, stairs
- Ability to sit and/or stand up to 8 hours per a day
- Ability reach hands and arms in any direction, to seize, hold, and turn an object
- Ability to work under time pressures, and meet strict deadlines
- Ability to work in high stress situations with multiple distractions
- Ability to use logic to define problems, collect information, establish facts, draw valid conclusions, interpret information, and/or deal with abstract variables
• Ability to maintain attention to detail over extended period of time
• Required to have frequent contact via telephone, face-to-face, or through other methods
• May be required to speak publicly
• May be exposed to sounds and noise levels that are distracting and uncomfortable, and/or extremely bright or inadequate lighting conditions
• May be exposed to contaminants such as pollutants, gases, dusts, or odors.
• Work schedule may be irregular depending on projects status
• Required to interact with external customers and/or general public

Disclaimers
• The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification. This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.
• Connecticut requires that any person (teachers, administrators, special service staff members, teachers’ aides, custodians, cafeteria employees, etc.) who is hired by a local or regional board of education submit to a state and national criminal history record check within the first 30 days of the date of employment. The process includes the checking of fingerprints by the State Police Bureau of Identification and the F.B.I. The results of the criminal history record checks (both state and federal) are reported to the employing school district. If the district receives notice of a conviction of a crime by a person holding a certificate, authorization or permit issued by the State Board of Education, the district shall notify the Bureau of Certification and Professional Development.