



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

MULTIMEDIA SERVICES COORDINATOR

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

Under direction of the Dean of Academic Support and Learning Technologies, the Multimedia Services Coordinator assists in the planning, coordination, and implementation of such services as support of classroom instructional technology and media equipment/supplies, support of non-classroom media equipment/supplies, fulfillment of audio/visual needs for campus events, coordination of the purchase of instructional technology and media equipment/supplies, design of innovative teaching and learning spaces, creation of documentation to support end-users, and training for users on the selection and use of media equipment/supplies. To guarantee quality of service, the Multimedia Services Coordinator collaborates and coordinates technology installations with Information Technology Services department. Public contact is extensive and can include faculty, students, staff, other educational institutions, community and business representatives, governmental agencies and the general public, for the purpose of coordinating services and events. A high degree of independent judgment and creativity is required to adequately represent the college and program and to serve as a technical resource person for the college. Consequences of errors in judgment can be costly in student success, public relations and in employee time; however, management controls limit the risk of more serious consequences. The Multimedia Services Coordinator can lead the work of multimedia technicians, student assistants and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with faculty, other staff, students, vendors and contractors regarding the operation, safety procedures, storage, availability, scheduling, delivery, purchase, configuration and setup of instructional media and related equipment
2. Confers with faculty and other staff to determine which of the various types of media and/or audio video equipment is most appropriate for specific presentations and uses
3. Collaborates and coordinates with Information Technology Services department to oversee the delivery, set-up, removal and storage of instructional technology and media equipment/supplies as requested

4. Provides first-line technology support and recommends specific equipment and supplies for use in classroom presentations and for special events
5. Confers with supervisory and other department staff regarding short-term and long-range plans for service improvements
6. Attends meetings, workshops and other events to maintain technical currency and obtain up-to-date vendor and product information
7. Drives a motor vehicle to deliver and pick up computer, audio, video and other equipment and supplies;
8. Participates in orientation of new faculty and staff in use of instructional media equipment and supplies
9. Demonstrates the safe handling and use of classroom and media services equipment
10. Serves as the primary point of contact for all campus events that require media or audio/visual equipment
11. Coordinates the purchasing of instructional technology and media equipment/supplies;
12. Tracks all purchases from initial request to final installation
13. Monitors budget and provides regular updates to division
14. Collaborates with the Center for Transformative Teaching & Learning (CTTL) to develop a training program on the use of classroom media technology that includes workshops, documentation and online resources
15. Recommends new and innovative solutions for instructional and non-instructional spaces in support of the goals of the division and of the college
16. Performs other related duties as assigned

C. Requirements

1. Associate degree in computer systems, electronics, or a closely related field
2. Successful work experience of increasing responsibility that has included demonstrated skill in using proper safety procedures and operation of various types of audio visual, recording, and computer equipment
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Skill in the use of a variety of software applications to set-up and track statistical and other data
5. Skill in detailed record keeping
6. Demonstrated skill in the safe handling and moving of equipment of moderate to heavy weight
7. Strong oral and written communication skills, including giving clear and concise instructions
8. A valid California Driver's license or the ability to obtain a license in the State of California
9. Demonstrated skill in working as part of a customer service team
10. Ability to maintain regular on-time attendance

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires attention to detail; work with computer systems, electronic equipment, audio visual equipment, and wiring; visual comparison and acuity; manual dexterity; reaching overhead; pushing, pulling; standing for long periods; bending, kneeling, crawling; moving of moderate to heavy equipment; patience, tact, sensitivity and a customer-service attitude; flexibility and adaptability to quick changes; coordination and multi-tasking; working accurately under deadline pressure; and ability to give clear and concise instructions in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of trends, best practices and innovations related to educational media equipment, classroom design and instructional technology
2. Knowledge of the installation, configuration, setup, maintenance and operation of audio visual, and other educational media equipment
3. Knowledge of the safety procedures required to install electronic equipment
4. Skill in respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
5. Skill in oral communication, including giving clear and concise instructions
6. Skill in safety procedures related to moving and handling equipment of moderate to heavy weight
7. Skill in directing the work of others
8. Ability to work effectively as part of a customer service team

(10/2014)