Saint Michael's College
Job Description

Job Title: Media Services Senior Specialist

Department: Information Technology

Supervisor or Manager: Assistant Director for Instructional Technology

Date Created: 5/27/05  Last Revised: 5/27/05  FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Technology support for A/V and digital media equipment is timely and reliable
• Media equipment (inventory, scheduling, dissemination, maintenance, repair or replacement) is managed effectively and efficiently
• Media equipment training is made available to faculty, staff and students upon request or through workshops
• Requests from Special Events for equipment and setups are scheduled and completed
• Media recording requests are scheduled and completed
• Student requests for media equipment assistance are coordinated
• Accurate records in the Helpdesk work-order system are maintained
• Statistics on media resource use and event coordination are collected as part of the departmental balanced score card

Essential Duties and Responsibilities:
• Advises faculty, staff and students on proper use of media equipment
• Promotes the use of technology in classrooms
• Empowers faculty in classroom technology use by demonstrating, training, and assisting
• Anticipates and identifies classroom technology needs and advises Assistant Director of Instructional Technology Services of necessary upgrades
• With supervisor, determines and implements operating procedures for Media Services
• Hires, supervises, trains and assigns student workers
• Collaborates with ITS team members on faculty training workshops

Secondary Responsibilities:
• Supports Music Department as recording engineer
• Acts as sound designer for student theater group
• Apprises IT staff of special events and campus presentations that might impact other teams
• Films and produces media recordings as requested by the President’s Office and other campus entities

Positions Supervised:
• Media Services Graduate Assistant – 1 (part-time)
• Student assistants – 8-10 per semester

Major Contacts:
• The President and his/her office staff
• Special Events department staff
• IT colleagues
• Campus faculty
• Admissions staff
• Advancement staff
• Board of Trustees
• Department chairs

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- Faculty committees
- Student Association
- Most students and staff on campus
- Alumni (during events)
- Multimedia vendors – HB Communications, Geer, Specialty Electronics, Radio Shack, etc. and repair shop owners
- Guest lecturers

Demonstrates Excellence:
- Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
- Understands the important role of the department as primary information technology provider on the SMC campus
- Demonstrates a sound understanding of academic and business processes/cycles that the department supports
- Displays an awareness of how the technologies deployed by the department affect those who use them
- Clearly understands the impact of change on customers and vendors/partners
- Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
- Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
- Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
- Remains open to continuous evaluation and improvement at all times
- Multi-tasks well, with attention to detail and an ability to organize
- Plans projects creatively and proactively, making good use of available inventory for requested events

Education and Work Experience:
- Bachelor’s degree in Media Technologies or Business, Education, Liberal Arts or equivalent combination of education and experience
- Background in higher education and an understanding of the varied needs of the College community as they pertain to media equipment use
- Experience in A/V equipment as well as convergent digital media equipment, integration of A/V technology
- Supervisory experience
- Film and/or music editing and production, video and still photography
- Electrical engineering experience helpful, but not required

Analytic Skills:
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills:
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

Computer/Technology Skills:

<table>
<thead>
<tr>
<th>Software</th>
<th>Level</th>
<th>Knowledge Level</th>
<th>Intermediate Level</th>
<th>Proficiency Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word</td>
<td>___ None</td>
<td>___ working knowledge</td>
<td><em>x</em> intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>___ None</td>
<td>___ working knowledge</td>
<td><em>x</em> intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td><em>x</em> None</td>
<td>___ working knowledge</td>
<td>___ intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Microsoft PowerPoint</td>
<td>___ None</td>
<td><em>x</em> working knowledge</td>
<td>___ intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>___ None</td>
<td>___ working knowledge</td>
<td>___ intermediate</td>
<td><em>x</em> highly proficient</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>___ None</td>
<td>___ working knowledge</td>
<td><em>x</em> intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>___ None</td>
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</tr>
<tr>
<td>Quark</td>
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<td>___ working knowledge</td>
<td>___ intermediate</td>
<td>___ highly proficient</td>
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<td>Datatel</td>
<td><em>x</em> None</td>
<td>___ working knowledge</td>
<td>___ intermediate</td>
<td>___ highly proficient</td>
</tr>
<tr>
<td>Internet Research</td>
<td>___ None</td>
<td>___ working knowledge</td>
<td><em>x</em> intermediate</td>
<td>___ highly proficient</td>
</tr>
</tbody>
</table>

Other:
Software used for tracking daily work
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**Licenses, Certifications and Other Requirements:**
- None required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Media Services Senior Specialist, occasionally the employee is required to lift 51-100 pounds.

The physical demands 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 a disability to perform the essential functions.

**Additional Requirements for the Job:**
- Extensive weekend and evening hours are required
- Capacity for occasional overnight travel for conferences, training and meetings

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.