Saint Michael's College
Job Description

Job Title: Multimedia Lab Manager

Department: Information Technology (IT)

Supervisor or Manager: Billie Miles

Date Created: 06/30/2011  Last Revised: 06/30/2011  FLSA Status: E

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:
• Multimedia Lab Manager will be responsible for providing a support structure, assistance and oversight for the multimedia labs related equipment on campus. This includes hiring, training and managing a student workforce to cover the needs of lab users

Essential Duties and Responsibilities:
• Research and recommend computer equipment and software that can be used in the campus computer labs
• Maintain the working order of all technological equipment in the labs
• Schedule, train, and manage all work-study students who will act as the main officials monitoring the computer labs
• Assist in the training of campus faculty/staff and students in the proper use of lab equipment

Secondary Responsibilities:
• Continuing knowledge of any new and upcoming equipment or software on the market that would be beneficial to the campus from a technological standpoint

Positions Supervised:
• Work-Study Students (10 Avg.)

Major Contacts:
• IT staff members
• Work-Study Students
• Faculty/Staff/Student body of SMC community
• Vendors, Engineers, and sales staff

Demonstrates Excellence:
• Regularly demonstrate an understanding of the academic and business processes and cycles that they support
• Regularly demonstrate an awareness and understanding of the impact of the technologies we deploy
• Regularly demonstrate an understanding of the impact of change on our customers and vendors / partners
• Regularly create proactive communication plans
• Regularly bring projects in on time and on budget
• Demonstrate willingness to take on new challenges
• Demonstrate a willingness to take responsibility for failures, both one’s own and the team’s
• Regularly demonstrate a commitment to continuous evaluation and improvement

Education and Work Experience:
• Bachelor’s degree or equivalent experience in any of the following fields or related: Business, Journalism, Multimedia, Fine Arts
• High degree of management and organizational skills
• 2-3 years experience in supervising part-time student staff
• 2-3 years experience working as part of a team
• 2-3 years experience with, and aptitude for, analog and digital multimedia equipment
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• Aptitude for learning computer systems and hardware
• Excellent people skills
• Excellent communication skills
• Excellent research skills
• Experience in group presentation
• A good sense of humor
• A keen interest in emerging technology

Analytic Skills:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required

Language and Literacy Skills:
• Prepares and delivers written and spoken information to small and large groups. Effectively manages meetings. Often in speaking, represents the institution to the audience. Communicates regularly and effectively with a wide range of groups.

Computer/Technology Skills:

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<th>Working Knowledge</th>
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Other (please specify): Track-It! (incidence management software)

Licenses, Certifications and Other Requirements:
• None

Physical Demands:
• Employee must be able to work in office and classroom settings, which will require constant transition between all areas
• While performing the duties as a Multimedia Lab Manager, the employee is occasionally required to lift and/or move up to 25 pounds.

Additional Requirements for the Job:
• Will be called upon in the case of an emergency related to the position

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.