

**TITLE: Multimedia Consultant I**

**SUPERVISOR: Manager, Multimedia Production Center**

**MAIN FUNCTION**

Under general supervision, a Multimedia Consultant I provides support to the Washington College community, delivering technical and procedural information concerning the use of the Multimedia Production Center (MPC) and the associated software and hardware.

**DUTIES AND RESPONSIBILITIES**

This position is in-charge of the MPC lab located in the lower level of Miller Library during their shift. Additional responsibilities include:

- Consult with faculty, staff, and student users of Washington College regarding hardware and software systems of the MPC.
- Provide information concerning the policies and procedures governing access to and use of MPC facilities and equipment.
- Record all service requests using electronic data collection system.
- At regular intervals, record the usage of the lab using electronic data collection system.
- Execute the equipment loaner program.
- Redirect general Help Desk related questions to the Help Desk.
- Attend formal and informal training sessions to maintain and expand knowledge of the MPC's supported software and hardware.
- Perform other related duties as assigned.

**DIRECTION RECEIVED**

This position reports to the MPC Manager.

**KNOWLEDGE/EXPERIENCE REQUIREMENTS**

- Demonstrated general knowledge of both PC and Mac platforms.
- Knowledge of multimedia applications is preferred (otherwise ability and desire to learn quickly).
- Ability to acquire and maintain a working knowledge of a several applications and systems in a highly dynamic environment.
- Outstanding oral and written communications skills.
- Strong interpersonal and organizational skills.
- Service oriented, adaptable, optimistic, highly motivated, cooperative.

**CONTACTS**

- Daily contact WC faculty, staff and students at all levels.
- Daily contact with MPC management.
- Occasional contact with vendors and other external groups.

**WORKING CONDITIONS**

The Multimedia Consultant desk is located in the MPC lab. Conditions can vary from a scheduled interface with students, faculty or staff, to a hectic last minute drop-in demands. In either situation, there is an emphasis on quality customer service.

#### PHYSICAL DEMANDS

General: frequent use of computers, A/V equipment, and other electronic devices.