

TITLE: Multimedia Consultant II (Multimedia Specialist)

SUPERVISOR: Manager, Multimedia Production Center

MAIN FUNCTION

Under general supervision, a Multimedia Consultant II (Multimedia Specialist) 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. Additionally, a Multimedia Specialist will appear on MPC calendar as a specialist on duty during their scheduled lab hours.

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 high level support in area of specialty.
- 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

- Candidate must have passed the Multimedia Consultant I testing, and have completed training and testing in area of specialty.
- Demonstrated general knowledge of both PC and Mac platforms.
- Knowledge of multimedia applications is required.
- 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.