

**TITLE: Multimedia Consultant III (Freelance Multimedia Producer)**

**SUPERVISOR: Manager, Multimedia Production Center**

**MAIN FUNCTION**

Under general or limited supervision, a Multimedia Consultant III (Freelance Multimedia Producer) provides support to the Washington College community in a freelance capacity. They consult with Faculty and Staff to help determine the best solution to meet their needs, and facilitate the production process from start to finish, or as directed by the Washington College client.

**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:

- As a consultant-for-hire, Freelance Multimedia Producers will provide end-to-end solutions for Washington College faculty and staff.
- 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.
- 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 and receives additional direction from internal Washington College clients.

**KNOWLEDGE/EXPERIENCE REQUIREMENTS**

- Candidate must have passed the Multimedia Consultant I & II testing, and have completed training and testing in area of specialty.
- Demonstrated general knowledge of both PC and Mac platforms.
- Demonstrated ability to work remote from the MPC lab.
- Demonstrated A/V problem solving and production management skills.
- Knowledge of multimedia applications and hardware 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.
- Outstanding customer service and time management skills.
- Strong interpersonal and organizational skills.
- Service oriented, adaptable, optimistic, highly motivated, cooperative.

**CONTACTS**

- Daily contact WC faculty, staff and internal WC clients.
- Daily contact with MPC management.

- Occasional contact with vendors and other external groups.

#### WORKING CONDITIONS

Since this freelance position is often to be performed at the location of the WC client, employee must be ready to adapt to the situation at hand. Additional work may be performed at the MPC lab as agreed to by the internal client. In either situation, there is an emphasis on quality customer service and working within agreed deadlines.

#### PHYSICAL DEMANDS

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