UNIVERSITY OF SOUTHERN CALIFORNIA

Multimedia Services Consultant/Supervisor

Job Code: 173207

Grade: TI
OT Eligible: Yes
Comp Approval: 8/28/2008

JOB SUMMARY:
Provides specialized, technical end user support, assistance and advice on the use of multimedia hardware and software to faculty, staff and students. Provides student worker training and supervision.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th><strong>E/M/NA</strong></th>
<th><strong>% TIME</strong></th>
<th><strong>DESCRIPTION</strong></th>
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<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>Performs diagnosis, technical assessment, and administrative work involved in planning, design, and installation of equipment such as networked and stand-alone multimedia equipment, cameras, computers and AV wall boxes and related hardware and software configurations in office and classroom locations.</td>
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<td>Oversees activities of all assigned student workers. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.</td>
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<td>Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Assists faculty and students in using multimedia and computer-base resources such as various multimedia control systems and touch panels, LCD projectors, mixers, matrix switchers and amps. Analyzes user needs and evaluates new equipment. Recommends new hardware and software purchases based on thorough technology reviews and research findings.</td>
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<td>Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Determines the best equipment based on business needs. Conducts hands-on training seminars. May oversee help phone services and on-site customer support operations.</td>
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<td>Maintains and troubleshoots computer and audiovisual equipment, devices and systems, such as distribution amplifiers, assisted listening systems, wireless microphone systems, and hardwired implementations. Solves problems and resolves issues related to use of facilities. Collaborates with other personnel to improve virtual support presence, management of and access to computing and multimedia classroom resources.</td>
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<td>Gathers facts and figures to develop a budget. Provides projections as needed.</td>
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<td>Maintains inventory of all equipment and tracking of all classroom usage.</td>
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<td>Develops documentation for student and staff training, end-user procedures including operational and security procedures. Interprets policies and procedures.</td>
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<td>Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.</td>
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</table>
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

**Essential:**

- [ ] No
- [x] Yes  

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Specialized/technical training
- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 2 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Directly related experience with the design, installation and maintenance of multimedia hardware and software. Demonstrated interpersonal, critical thinking and communication skills.

**Skills: Administrative:**

- Communicate with others to gather information
- Coordinate work of others
- Customer service
- Gather data
- Research information
- Understand and apply policies and procedures

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Coaching
- Conflict resolution
- Counseling
- Human resource process and employment knowledge
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Negotiation
Networking
Organization
Problem identification and resolution
Research
Scheduling
Staff development
Supervisory Skills
Teaching/training

Skilled in:
- Technical documentation
- Technical training and instructional design

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Multimedia equipment
- Personal computer
- Photocopier

Supervises: Level:
Supervises student and/or temporary workers.

Supervises: Nature of Work:
Technical

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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