

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following 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.*

**Title: MULTIMEDIA/BROADCASTING TECHNICIAN**

**Reports To:** Designated Supervisor

**UW Job Code:** 6205

**UW Job Family:** 51 - Technicians

**SOC Code:** 27-4011

**FLSA:** Non-exempt

**Pay Grade:** 21

**Date:** 1-23-12

**JOB PURPOSE:**

Under limited supervision, provide technical support and service to faculty, staff and students requiring a high degree of advanced skill and expertise in instructional technology, computer technologies, audio visual equipment, multimedia production studio, media control systems and advanced control room operations. Oversee the maintenance and operation of audiovisual equipment, instructional technologies, multimedia and event/lecture capture systems used in classrooms, conference rooms, and training rooms including sound, video, projection and related equipment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist faculty, staff, students, and presenters in the use of technology in high-tech/smart classrooms, including rapid response to trouble or repair calls, logging and closing of trouble/repair tickets, assisting in the response to special requests and customer training.
- Operate and/or troubleshoot a variety of equipment including, but not limited to computers, data projectors, control systems, network devices, various hand tools, audio boards, and audio/video patch panels/routing systems.
- Provide support for multiple VOIP (Voice-Over Internet Protocol) network sites.
- Ensure equipment is maintained in good working order; conduct regular inventory checks and make recommendations on the upgrade and/or purchase of new equipment.
- Expedite major and minor repairs to all types of audio-visual equipment, including ordering replacement parts for equipment repairs or sending out for warranty or contracted repair/replacement.
- Maintain production support for systems and equipment by seeing that systems and equipment are proactively tested and functional before being utilized.
- Train student workers, faculty, and staff on how to set up, operate and troubleshoot audiovisual equipment in classroom environments; demonstrate proper use of environments for faculty and other presenters.

- Train faculty, students, and staff on setting up and effective use of instructional technology and contribute to writing and updating policy, procedures, and training manuals.
- Resolve customers' complaints or concerns; confer with faculty to develop pedagogical approaches to integrating technology to enhance teaching and learning.
- Prepare and maintain documentation of classroom and presentation systems; develop and maintain documentation on the use of classroom technology and equipment for instructors.
- Confer with and advise administrators, faculty, staff and students and other personnel concerning classroom technology information requests, services and needs.
- Work with managers, administrators, faculty, staff and students on upgrades and enhancements or new products, as well as resolve customer complaints and concerns.
- Install/maintain/repair/troubleshoot professional broadcast quality television production/postproduction facilities, multimedia control room and associated equipment.

#### **SUPPLEMENTAL FUNCTIONS:**

- Prepare technical repair manuals and technical reports on progress of projects, as directed.
- Instruct others on troubleshooting, repairing, installation, and operation of equipment.
- Establish and maintain good working relationships with key technology individuals/groups on campus and statewide, including non-university personnel.
- Recommend equipment and supply purchases, as needed.
- Stay current with new instructional technology systems and equipment advances.

#### **COMPETENCIES:**

- Independence
- Technical/Professional Knowledge
- Developing Organizational Talent
- Service Orientation
- Influence
- Analysis/Problem Identification

#### **MINIMUM QUALIFICATIONS:**

Education: **Vocational School, On-the-Job Experience, or Associate's degree**

Experience: **3 years work-related experience**

Required licensure, certification, registration or other requirements:

- **Some positions may require a low-voltage, FCC, InfoCom and Crestron or other specialized license and/or certification. Please refer to the position advertisement for license or certification requirements.**

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Advanced principles and practices in the setup, operation and maintenance of audiovisual equipment, video teleconferencing systems (VTC), closed-circuit television (CCTV), multiple handheld equipment, and wireless technologies.
- General knowledge of H.323 and TCP/IP protocols.
- Knowledge of VOIP (Voice Over Internet Protocol) networks.
- Demonstrated knowledge of computer hardware, software, and network systems and operations.
- Effective communication techniques including training methods.
- Advanced calibration methods and techniques for applicable tools and equipment used.
- Computer operating systems principles (PC and MAC) and MS Office applications.
- Operation of multiple equipment including, but not limited to audio, video, computer display, signal distribution, video recording/playback cameras, camcorders, monitors, whiteboards, and SP/Crestron or similar control panels as well as projectors and tape recorders.
- Wired and wireless environments for use and connectivity of computers and computer peripherals and multimedia equipment.
- Configuring and supporting wireless devices including projectors, laptops, tablets, and handheld devices.
- Writing technical information for understanding by non-technical audience.
- Writing reports and operational or repair documentation for instructional systems.

Skills and Abilities to:

- Exhibit demonstrated experience with diagnostic techniques, procedures, equipment and tools used in digital classroom support and audio/visual services.
- Prioritize work assignments and work on multiple tasks at once.
- Perform advanced assembly of complex equipment and systems.
- Follow detailed written and oral instructions.
- Effectively communicate, both orally and in writing.
- Troubleshoot a variety of instructional technology and audio-visual systems to isolate defects and make repairs.
- Interpret advanced level of schematics and drawings.
- Manage projects and meet demanding time conflicts.
- Multi-task with a lot of interruptions.
- Work in a collaborative team environment.
- Understand and work with IR, RS-422 and RS232C remote control systems.
- Maintain complete and accurate records.
- Reason logically, draw valid conclusions, and make appropriate recommendations.
- Move up to 50 pounds regularly up to one-third of the time.

**WORKING CONDITIONS:**

Indoor environments such as offices, labs, art studios/museums, auditoriums/field houses, and classrooms; regularly exposed to electrical and mechanical hazards; and occasionally subject to work in tight or confined areas.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.