



CLASS SPECIFICATION FOR:

Media Specialist

General Statement of Duties:

Provides professional video production services and advanced, moderately complex, technical support to end users, which may include supporting staff and/or operations at multiple locations; troubleshoots and resolves routine and moderately complex end-user, connectivity, functionality and operational issues for assigned A/V technologies and equipment; does related work as required.

Distinguishing Features of Class:

Routinely provides technical, moderately complex troubleshooting and support to a wide range of audio/video (A/V) equipment and technologies for an assigned department; checks for known solutions and implements known solutions with minimal guidance; undertakes and completes more complex testing, troubleshooting and issue resolution with minimal guidance or assistance. Work generally includes providing first line response to a broad range of end-user requests for routine and moderately complex break/fix assistance; providing moderately complex technical support for telecommunications, wireless devices, A/V equipment and systems; training and assisting end-users to use A/V equipment and peripherals, wireless devices and phones; resolving connectivity issues and end-users' issues; assists in the design, management and maintenance of the department's audio-visual/telecommunications programs. Work is performed independently with general supervision. Researches and resolves, or recommends resolution, of a wide variety of problems or questions with unusual issues referred to the supervisor or appropriate IT Department staff.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Performs video editing and streaming, and routine A/V equipment maintenance and repair;
- Operates A/V and telecommunications equipment in the Board Room, County Manager's conference room and the County's training facility or other department-specific locations;
- Attends regularly scheduled and after-hours meetings of the Board of Supervisors, Planning Commission and other boards and commissions as directed, setting up and monitoring equipment and systems and providing on-site adjustments and repairs;
- Responsible for recording and streaming various board and commission meetings, town halls and other County messages;
- Coordinates the use and maintenance of video, A/V and other telecommunications equipment;
- Assists with long-range planning for telecommunications and A/V delivery systems;
- Provides technical training, guidance and direction on the set up and use of A/V and telecommunications equipment and systems;
- Provides advanced moderately complex technical support, including troubleshooting and diagnosis, for the assigned A/V, wireless and telecommunications, equipment, systems and technologies to end-users which may include supporting staff and operations at multiple locations Countywide;
- Provides technical set-up and support to County staff and others during special events;
- Assists in long-range forecasting and planning for A/V needs and delivery systems;
- Develops and implements a preventive maintenance program for all assigned A/V and telecommunications equipment;
- Maintains detailed and accurate records of purchases, use and repair for all assigned A/V and telecommunications equipment;
- Researches equipment and system needs and writes technical reports and proposals as assigned and as needed;
- Independently installs, configures, upgrades, maintains, supports, services and replaces a broad range of A/V, wireless and telecommunications equipment upgrades, expansions and replacements;
- Routinely serves as the primary resource for A/V equipment, devices and technologies: Installs, configures, upgrades, maintains, services, troubleshoots, diagnoses, repairs and handles replacement of assigned A/V and telecommunications equipment, devices and technologies, which may include working with vendors to set-up and manage assigned equipment, devices and technologies;
- Accurately troubleshoots and provides first-line diagnosis for a wide range of A/V equipment and technologies used Countywide, and makes the necessary repairs or implements appropriate solution;
- Appropriately refers issues to the appropriate department personnel or IT staff for resolution;
- Maintains inventories and inventory records related to assigned A/V, wireless and telecommunications equipment;
- May serve as liaison with vendors and state agencies for A/V equipment trouble shooting and systems support;
- May serve on project teams and may handle smaller projects independently with minimal guidance;
- Follows required procedures and creates and maintains necessary records and documentation as assigned;
- Maintains a thorough up-to-date working knowledge and understanding of A/V and telecommunications equipment and systems utilized throughout the County and proactively seeks to improve processes by working collaboratively with stakeholders and IT staff;
- Completes special projects as assigned;
- Performs other duties as assigned.



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Required Knowledge, Skills and Abilities:

Advanced working knowledge of A/V and telecommunications equipment installation, configuration, functionality and operation; Considerable working knowledge of wireless devices and technologies; considerable knowledge and routine use of commonly used streaming, social media, media graphics and business software; ability to maintain and operate a variety of video camera equipment, sound recording devices, edit footage, and stay up to date with technological advances; proven advanced videography skills including recording, editing and storage; considerable knowledge and use of a wide variety of tools used for diagnosing and solving A/V and telecommunications equipment and system problems; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes encountered while providing support to end-users and preparing final video products; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; sound professional judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computers, laptops, tablets and other devices, and to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions and high-quality video and data collection; excellent written and verbal communication skills with the ability to interact professionally with end-users with diverse skill levels and functional needs and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of County staff, public, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with end-users and coworkers; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy presenting with varying levels of understanding and needs in order to appropriately complete assignments and address requests, needs and issues. Must be able to positively and appropriately represent the County customers and other stakeholders. May require the ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Graduation from high school and completion of the one year of relevant college coursework, with a two-year degree in a relevant technology field preferred;

Experience: Four (4) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Valid driver's license to perform assigned duties at various locations.