

Job Description

Job Title: **Media Service Specialist**
 Job Family: **Information Technology**
 Pay Program: **Classified**
 Prepared/Revised Date: **October 6, 2010**

Job Code: **031006**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Performs repair of Computer peripherals, Data, Voice, Sound/Audio equipment and various Audio Visual systems, especially pertaining to the District 12 Media Centers located at each school. Instructs and trains users regarding the setup, use and care of this equipment. Travels to multiple District facilities to train/instruct, as well as repair/troubleshoot and maintain the equipment listed above. Some onsite repair is required, and other miscellaneous repair is conducted at repair shop.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Responds to service calls for various equipment types, including, but not limited to, computer peripherals, DLP and miscellaneous data projectors, document cameras, TVs, camcorders, overhead projectors, laminators and other miscellaneous items. Determines if repair of equipment can be done in-house, outsourced locally or must be sent back to manufacturer for repairs or replacement. Sets up, calibrates, tests and performs an operational test run of components, instruments and electronic system assemblies to validate optimal functionality and reliability.	Daily	75%
2. Provides technical instruction and training to other representatives or customers regarding the installation, operations, repairs and maintenance of equipment listed above.	Daily	10%
3. Makes recommendations and suggestions regarding equipment and technology as needed. Also provides suggestions to management regarding system brands, repair practices, and district technology items.	Weekly	5%
4. Prepares detailed service and failure records. Creates data and information, including reports which may include data that support IT procedural changes.	Monthly	4%
5. Maintains parts systems and inventory. Update, order, change quantity, etc. .	Weekly	4%
6. Perform other job-related duties as assigned.	Ongoing	2%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate’s degree, or two-year college certificate, in Electronics Technology.
- Minimum of 3 years experience in electronics, audiovisual or media equipment repair.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Professional certification in Electronics or related field required if not degreed in Electronics Technology.
- Ability to frequently travel among district facility locations.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong knowledge of presentation and AV sound and display systems.
- Ability to think analytically.
- Proficient knowledge of AC/DC circuitry fundamentals.
- Proficient knowledge of digital circuits.
- Ability to troubleshoot to the component level.
- Ability to read schematic diagrams.
- Good knowledge of audio-visual equipment and AV troubleshooting skills.

- Familiar with sound systems, overhead projectors, video cameras, VCRs, client-level video editing, TVs, cable TV systems, microprocessors and computer/data controlled projection system equipment and network/IP protocol understanding.
- Ability to execute tasks and programs within schedules and requirements.
- Advanced computer skills including Microsoft Office Suite, database applications and programming Logic Control (PLC) language for electronic equipment required within two months of entering position.
- Ability to promote and follow Board of Education policies, Superintendent Policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Knowledge of digital electronic test equipment required within two months of entering position.
- Personal computers and peripherals.
- Knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of PC and networking troubleshooting preferred at hire and required within one year of entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	IT Network and Computer Service Manager	090531

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Responsible for ordering of repair parts, supplies and services related to Audio Visual repair.
- Responsible for Loaner Audio Visual equipment.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit		X		
Use hands to finger, handle or feed			X	
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk			X	
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyze				X
Communicate		X		
Copy		X		
Coordinate			X	
Instruct		X		
Compute		X		
Synthesize			X	
Evaluate			X	
Interpersonal Skills		X		
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts			X	
Work in high, precarious places		X		
Fumes or airborne particles			X	
Toxic or caustic chemicals		X		
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock				X
Work with explosives	X			
Risk of radiation		X		
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	