

Job Description

Title: Coordinator Media and Help Desk	Salary BandB22
CBA Position:KCSS	Band Range\$33,756\$47,259
DepartmentMedia Services	FY14 Budget:
Reporting ManagerBrad Lipman	Account Number:
Direct Reports:Yes	ICCB Class:
FLSA: Non-Exempt	KC Status (Class)Support Staff
Expected Hours of Work40	POSD:

Job Summary:

Coordinate the Media Services Help desk activities, track new and outstanding support requests and provide Level 1 client and technical support to computer AV and multimedia equipment users. Maintain the Media Services hardware inventory. Order, catalog and maintain AV materials and databases. Coordinate activities related to the Media Services circulation desk and office area.

Supervisory Responsibilities: Yes, assist in the coordination of part time and student workers.

Minimum Qualifications/Basic Job Requirements:

- xHigh School Diploma or equivalent
- xSome specialized training in desktop publishing, AV and
- x1-3 years' experience in desktop publishing or working with AV equipment

Illustrative Examples of Essential Functions:

- xCoordinate Media Service Circulation Desk activities; daily requests, AV deliveries and returns.
- xSet up AV equipment in Conference Rooms; troubleshoot and resolve AV problems in classrooms, conference center, and coordinate level 2 and 3 support with other members of IT.
- xDesign, create, and produce AV materials.
- xMaintain Media Services hardware inventory database.
- xOrder, maintain, and catalog AV material in library database.
- xProvide reception duties for Media Services by assisting students, faculty, and staff in greeting them at the front desk, answering phone calls, or receiving and responding to correspondence as necessary.
- xPerform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities

- xPossess strong organizational skills
- xPossess applied or advanced knowledge of AV equipment and operations.
- xDemonstrate clear and effective written and verbal communication skills
- xProvide strong and clear communication, customer service, and personal skills
- xAbility to work independently
- xAble to cooperatively work with diverse groups of students and staff

- xUnderstanding of basic administrative processes and procedures
- xAdvanced understanding of Microsoft Office Productivity Suite
- xUnderstanding of advanced computer operations and office equipment
- xDemonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- xWork is normally performed in a general office setting
- xWork is conducted in a busy office environment with frequent interruptions
- xThis position requires light physical activity and movement, however there may be some instance where the position would be required to move a computer or telephone