



## Multimedia Services Consultant/Supervisor Job Description

### JOB INFORMATION

<i>Job Code:</i>	173207
<i>Job Title:</i>	Multimedia Services Consultant/Supervisor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.; Supervises student and/or temporary workers.
<i>Job Family:</i>	Digital/Multimedia
<i>Job Family Group:</i>	Multimedia 1
<i>Management Level:</i>	6 Supervisor

### JOB SUMMARY

Provides specialized, technical end user support, assistance and advice on the use of multimedia hardware and software to faculty, staff and students. May provide student worker and/or temporary worker training and supervision. Serves as a supervisor and/or consultant.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Specialized/technical training	
X		Bachelor's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience with the design, installation and maintenance of multimedia hardware and software.
X		Demonstrated interpersonal, critical thinking and communication skills.

#### Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				
Oversees activities of all student workers and/or temporary workers as assigned. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.				
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.				
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.				
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.				
Gathers facts and figures to develop a budget. Provides projections as needed.				
Maintains inventory of all equipment and tracking of all classroom usage.				
Develops documentation for student and staff training, end-user procedures including operational and security procedures. Interprets policies and procedures.				
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.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.