

TITLE: Coordinator, Media Services

CLASSIFICATION: Classified

SALARY GRADE: C12

SCOPE OF POSITION:

Under general supervision, coordinates media client services, provides support for media resource management, software programs implementation, videoconference systems administration, room scheduling, and patron assistance. Provides customer service, technical support and training on behalf of Media Services.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Administers and supports District-wide and individual videoconference system implementation including program training and troubleshooting issues. Assists in the integration of videoconferencing systems with other District programs.
2. Coordinates media client services, training District employees and facilitating workshops involving the integration of technology in learning spaces. Serves as a technical liaison and provides customer service for all public-facing departmental services.
3. Coordinates hybrid District-wide events and webinars involving videoconferencing platform.
4. Facilitates all user changes for videoconferencing systems including account upgrades, and security updates.
5. Oversees District videoconferencing platform. Creates, configures and supports individual user accounts, cloud storage, licensing, and communication of new features.
6. Serves as point of contact for Doyle Library space-related inquiries. Responds to department inquiries and communicates department announcements to District community. Schedules space for meetings and other events.
7. Serves as a liaison for external groups, including university partners, in use and rental of facility spaces and resources. Assigns groups to suitable spaces, facilitates chargebacks of services via event management system.
8. Maintains and designs Media Services and livestream website and other pages.
9. Ensures accessibility and copyright compliance of instructional media, videoconferencing events, and recordings.
10. Hires, supervises, trains, and schedules student employees.
11. Establishes student worker protocol and training program including building skills, customer service training, and knowledge of integrated library systems and functions.
12. May serve as a lead to other classified employees in the department.

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KNOWLEDGE OF:

1. Library and media terminology and rules and procedures.
2. Intellectual property and federal copyright laws.
3. Basic web accessibility tools and document remediation.
4. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
5. Applicable technology usage, including standard office productivity software and other appropriate technology, including industry related software and hardware such as Microsoft Office, videoconferencing software, and editing and design programs.

ABILITY TO:

1. Organize media content in a manner that portrays a specific message.
2. Edit audio and video files including basic post-production.
3. Adapt effectively to the use of rapidly-changing hardware and software technology.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous and professional manner.
8. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

High school diploma or GED required.

EXPERIENCE:

1+ year of related experience providing customer service and media production support.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).