



Media Services Technician

ITS

Spring-2023

Duties/Responsibilities:

- Process incoming Media Services requests via phone calls, walk-ups, emails and Fresh Service ticketing system.
- Provide scheduled technical support using the shared Media Services calendar, on the use of, set up and operation of a wide variety of audio-visual equipment and media devices to interface with either portable or installed classroom/meeting space equipment.
- Provide trouble shooting for classes and events using A/V equipment. Some examples of troubleshooting needs are: adjusting computer display settings when connected to projection or classroom technology, cable connections and adapters, the use of and setting switching technology in classrooms (training will be provided), general technical questions etc.
- Provide training and answer general questions on the operation of a wide variety of audio visual and computer related equipment that is available for check out from the library circulation desk.
- Provide weekly classroom equipment testing as scheduled. Enter test result data for metrics tracking using the shared online form.
- While the first priority is Media Services support, you will receive cross training on basic ITS Help Desk responsibilities to provide coverage if ever needed.

Qualifications:

- Must have basic knowledge of the set up and operation of: sound systems, digital projectors and screens, video recorders, computers and computer software both Mac and PC, cables and connectors, video streaming and web camera operation and a wide variety of other devices.
- Must have excellent written and verbal communication skills
- Must have good customer services skills
- Must be willing to learn and adapt to different technologies and procedures
- Must be able to lift 40lbs

Start date: 1/23/2023

End date: 5/20/2023

Work Schedule: M-F 9-5

Hours Per Week: 8

Starting pay rate: \$16.04

To apply, please submit student employment [application](#) to clush@oxy.edu

