

MULTIMEDIA TECHNICIAN

Purpose Statement

The job of Multimedia Technician was established for the purpose/s of operating a variety of multimedia equipment in the reproduction, binding, laminating, and mailing of varied printed materials; ensuring accuracy of information and compliance with established district and government guidelines; ensuring the availability of multimedia materials and equipment as required; and providing excellent customer service to district staff.

This job reports to Manager - Multimedia Services

Essential Functions

- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Coordinates a variety of multimedia requests (e.g. printing/copying, binding, laminating, mailings, checkout of AV equipment, posters, etc.) for the purpose of ensuring that projects are completed in an efficient and timely manner.
- Maintains a variety of manual and electronic documents (e.g. files, documents; work order originals; samples-forms, letterheads, posters; accounts receivables; mailing records, etc.) for the purpose of providing an accurate and up-to-date reference trail.
- Maintains a variety of multimedia equipment (e.g. scheduled maintenance and troubleshooting of copiers, bindery equipment, poster makers, laminators, mailroom equipment, variety of audio/VHS equipment, die cuts, etc.) for the purpose of ensuring the availability of equipment in safe operating condition and ensuring the provision of efficient and effective customer service.
- Maintains work area and stock room for the purpose of ensuring a clean and safe work environment and the availability of equipment and supplies required to efficiently and effectively complete all work requests.
- Monitors multimedia equipment usage (e.g. postage meter balances, USPS mailing permits, change of address credits; photocopier meters, laminating and other multimedia materials, etc.) for the purpose of ensuring availability of funds and materials and accurate billing of customers.
- Operates a variety of multimedia equipment and software (e.g. photocopiers; laminators; poster makers; mailroom postage meters, folder/inserters, address printers; standard office software, Satori Software-Cass Certified programs, Postal Accounting software, paper drill, paper cutter, binder, etc.) for the purpose of ensuring availability and distribution of printed materials as required.
- Orders supplies for the purpose of ensuring availability of items as needed.
- Prepares completed jobs for delivery (e.g. organizing and packaging multimedia materials; sorting/organizing mailings; etc.) for the purpose of ensuring items are packaged and ready for safe transport in an efficient and timely manner per government regulations and district guidelines.
- Processes multimedia orders and mailings (e.g. electronic/manual templates; accurate allocation of expenses to appropriate departments; affixing correct postage to mailings, etc.) for the purpose of ensuring efficient and effective operating procedures in compliance with government regulations and district guidelines.
- Provides assistance to district staff requesting multimedia services (e.g. mailing procedures and equipment usage; filling out requests; recommending paper, reviewing layouts; evaluating costs, etc.) for the purpose of ensuring excellent customer service per district guidelines.
- Reviews orders (e.g. estimating time and material costs; quality and accuracy, spelling, layouts; paper-requests, etc.) for the purpose of ensuring accuracy of information for making decisions and/or taking appropriate action in compliance with established guidelines.
- Transports materials to and from postal service organizations (e.g. USPS, UPS, FEDEX, etc.) for the purpose of processing external mail deliveries per department and district guidelines and requirements.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment; and operating multimedia equipment and software, including high speed copiers, bindery, AV, and mailroom equipment.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; understand written procedures, write routine documents, and speak clearly; and understand complex, multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; safety practices and procedures; overall operations of a multimedia environment; basic principles and procedures of record keeping; basic mathematical principles; and pertinent codes, policies, regulations and/or laws.

ABILITY is required to schedule activities; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; adapting to changing work priorities; maintaining confidentiality; working as part of a team; working with frequent interruptions; meeting deadlines and schedules; and providing excellent customer service.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to effect the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 10% sitting, 30% walking, and 60% standing. The job is performed in a generally hazard free environment and in varying atmospheric conditions.

Experience Job related experience with increasing levels of responsibility is desired.

Education High School diploma or equivalent.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

Valid Driver's License & Evidence of Insurability

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance
MVR (Motor Vehicle Record) Clearance

FLSA Status

Non Exempt

Approval Date

4/13/2010

Salary Grade

Classified 52

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____