



Classification Title: Senior Media/Helpdesk Specialist

Department:	Telecommunications/Grants	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	28
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	4/2024

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Provides a variety of technical support to California Community Colleges (CCC) system users of Telecommunications and Technology Infrastructure Program (TTIP) South system-wide projects and services, including 3C Media Solutions and the Professional Learning Network; assists faculty and staff in making effective use of multimedia systems including YouTube, portal websites and video conferencing; develops, conducts and coordinates group and on-line training programs which support the effective use of technologies by CCC system administrators, faculty and staff; provides technical support for development of web content and live technical support during online sessions.

DISTINGUISHING CHARACTERISTICS.

Senior Media/Helpdesk Specialist is distinguished from other classes in Telecommunications/Grants by its responsibility for providing technical support for video conference and web streaming users of the California Community Colleges and performing a variety of technical video production and webcast duties.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Coordinates and maintains online technical helpdesk support for TTIP system-wide programs and services including the 3C Media Solutions portal website and the Professional Learning Network; receives technical support requests by telephone or email, obtains accurate and complete information from users and documents user calls; troubleshoots, diagnoses and resolves problems; initiates trouble tickets to other staff or contacts vendors, when necessary, to resolve problems; maintains problem resolution plans, using specialized issue-tracking software; keeps users updated on the status of problem resolution; verifies that suggested solutions effectively resolve user problems through verbal or email follow-up; takes lead responsibility for the database-driven online ticket tracking system; researches and evaluates user issues and trends and tracks trends to ensure quality customer services.
2. Develops, conducts and evaluates a variety of technical educational workshops to support and ensure effective use of available technologies; conducts orientation sessions for online classes and workshops as required; conducts one-on-one and group training on technical content and situations, utilizing web conferencing systems; conducts training needs assessments; travels to other locations to conduct training on TTIP programs and services; develops and updates user manuals, guidelines and procedures as required.
3. Provides helpdesk services for the Professional Learning Network, including creating and maintaining a repository of professional development resources for use by all California Community Colleges; prepares, updates and maintains a

variety of TTIP South database content repositories.

4. Assists faculty and staff and provides support to assist video conferencing users in the California Community Colleges System in making effective use of multimedia presentations; identifies and troubleshoots issues related to H.323 video conferencing and streaming media and provides training to users; serves as a liaison between various service providers including captioning, 3rd-level video conferencing support vendor and affiliates; creates how-to documentation and how-to videos for posting on website.
5. Edits digital presentation videos and prepares for DVD duplication and/or posting online for on-demand viewing; operates video camera, video/audio mixers and video conference system during webcasts, in-house productions or video conference sessions; monitors all systems and on-air webcasts of live events to ensure performance at expected levels; provides support for online media users; troubleshoots and resolves issues related to hardware and software, media storage and uploads, media-on-demand, file storage and retrieval, closed captioning and accessibility.
6. Assists users in integrating content into learning management systems software such as Canvas, Moodle and Blackboard; collaborates on the design, development and implementation of web content added to the 3C Media Solutions website; uploads, compresses, converts, modifies video and other web content for 3C Media Solutions website and its users.
7. Sets up, tests and operates a wide range of computer, production and multimedia equipment, including cameras, audio boards, mixers, switchers, lighting and video/auditing editing equipment, for recording and/or live streaming of system-wide and District conferences and productions.
8. Perform systems administration tasks for portal management in all services; maintains and updates system recovery plans and coordinates system restore instances; tracks system trends and works with providers in developing resolutions to problems identified.
9. Prepares conference support equipment for travel; travels on-location for video workshops, productions, recordings and webcasts and to conduct training and product demonstrations.

Marginal Functions:

1. Participates on TTIP South strategic planning teams to evaluate current projects, determine future requirements and develop plans for change initiatives.
2. Designs and creates periodic newsletters to promote TTIP South projects.
3. Attends various meetings and serves on committees to meet the needs of CCC system users.
4. Manages logistics including scheduling meeting rooms for training workshops.
5. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of experience in providing technical customer support and/or training either online or in a helpdesk environment.

Education/Training: Equivalent to an associate's degree from an accredited college or university with major coursework in telecommunications, business administration, computer science or a related field.

Licenses/Certificates: Possession of an appropriate, valid California driver's license by time of appointment.

Preferred Qualifications: Experience with on-air webcasts, live streaming and video conferencing.

Knowledge of:

1. Methods, principles, practices and techniques for troubleshooting and determining the causes of computer, production and multimedia equipment problems and device errors and failures.
2. Operations and functions of a helpdesk, including helpdesk software uses and functionalities.
3. Local and wide area networks, Internet and intranet services and various server platform connections.
4. Operational characteristics, capabilities, constraints and commands of various hardware, software versions, multiple browsers/versions and educational technologies used in an online learning network environment.
5. Principles and practices of customer service.
6. Video compression, video formats, acceptable file types and sizes and site capacities.
7. Principles and practices of video production and web operations.
8. Professional video production and editing.
9. Current and emerging web technologies and associated products, tools and equipment.
10. Principles and practices of customer service.
11. Federal and state laws, codes and regulations and policies and practices pertinent to areas of responsibility.
12. Educational programming content sources.
13. Interpersonal skills including tact, patience and diplomacy.
14. Principles and practices of sound business communication.
15. Correct English usage, spelling, grammar and punctuation.

Skill in:

1. Overseeing and performing the operations of a helpdesk.
2. Obtaining accurate and complete information from customers, by telephone or online, to identify their needs and problems and develop responses and solutions.
3. Analyzing problems, evaluating alternatives and making sound recommendations.
4. Developing and conducting in-person and online technical training sessions to support effective use of available technologies.
5. Communicating technical information to users in clear, accurate non-technical language.
6. Responding calmly, efficiently and creatively to last-minute and emergency issues.
7. Setting up, testing and operating video conferencing and production and multimedia equipment and software.
8. Assisting others in media creation, production and use of instructional materials.
9. Creating user manuals and guides.
10. Monitoring and providing real-time support for on-air webcasts.
11. Using tact, patience and diplomacy in dealing with sensitive and difficult situations and dissatisfied or abusive individuals.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race and ethnic backgrounds of community college students, faculty, and staff.

13. Establishing and maintaining cooperative working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The incumbent works under office and studio conditions, and the noise level is usually quiet to moderate; interacts with client users, students, faculty and staff, and works with electrical equipment with the risk of electrical shock; is exposed to inclement weather conditions; occasionally operates a District vehicle.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk, stand or sit for prolonged periods of time; moderate or light lifting; using hands repetitively to operate computer and video production equipment; stooping, kneeling, bending and crouching; possess near visual acuity for reading computer screens and distance and peripheral vision; and operating District vehicles. Position requires frequent travel to District and other locations throughout the state.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.