



Classification Title: Alternate Media Specialist

Department:	Disability Resource Center	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	34
Supervision Received From:	Director, Disability Resources	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	3/2022

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 technical support of alternative and adaptive media technology to Disability Resource Center (DRC) students; converts oral, written and visual materials into alternate media formats including Braille, e-Text, audio, large print and tactile graphics to ensure compliance with applicable laws; arranges for captioning services; determines and assists in installing and troubleshooting other assistive technology solutions to meet the needs and requests of students and faculty; provides training to faculty and staff on uses of the Master Clockwork database and the reporting needs of the DRC.

DISTINGUISHING CHARACTERISTICS.

The Alternate Media Specialist is distinguished from other District classes by its responsibility for providing alternate media and assistive technology solutions to meet the needs of disabled students, faculty, and staff in compliance with requirements of the Americans with Disabilities Act and associated regulations.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Sets up equipment; installs or develops installation instructions for specialized software used by the DRC and works with Information Services to troubleshoot and resolve problems with equipment and software as they arise; works with students to assist them in developing a practical understanding of the type of assistance and support available and how to use it.
2. Utilizes computers, specialized equipment such as Braille embossers, Pictures in a Flash (PIAF), graphics maker machines, Victor Reader Stream devices, and other relevant software to convert and adapt course and other materials into the most appropriate alternate media, including Braille, e-Text, audio, large print and tactile graphics, that will match students' individual needs; arranges for the use of outside resources to produce closed caption audio and video materials in the classroom and online; creates captioned videos following best practices and guidelines for captioning; coordinates captioning of the District's streaming media, providing caption files and transcripts.
3. Establishes and manages accounts of various alternate media databases for students to provide additional resources to aid in their learning processes.
4. Acts as a resource to faculty to assist them in ensuring that course content is adapted properly to serve the learning needs of disabled students; provides counsel and assistance in determining alternative media to use in communicating course content most effectively.
5. Using Master Clockwork, updates DRC database content to reflect new processes, data maintenance, analytic and reporting requirements; provides technical assistance and training to faculty and staff on database use; develops and maintains database documentation and procedures; serves as a liaison with the software vendor and Information

Services staff regarding system or production problems; serves as DRC's lead on the use of Master Clockwork and between Master Clockwork and Information Services.

6. Acts as an information resource to the District on Web Content Accessibility Guidelines and Section 508 compliance; makes recommendations on changes to District websites that need to be made and how they can be executed to ensure compliance with Section 508 requirements.
7. Stays abreast of trends and development in the fields of alternate media and assistive technologies.
8. Maintains and ensures 508 accessibility of the DRC's website.
9. Maintains records on configuration and the location of all access technology across the District to produce alternate media.
10. Serves as a liaison to the California Community Colleges Chancellor's Office Accessibility Center and community agencies utilized on a contract basis to produce alternate media.
11. Provides faculty and staff with in-service events on a variety of alternative media issues; attends training sessions and provides alternative media orientation training to District staff; learns and develops the implementation of new and emerging technologies according to District plans; may serve as a lead and recruits, selects, trains, and oversees student assistants, temporary staff and volunteers.
12. Assists District faculty with DRC students in designing and developing electronic information and distance education materials that meets access guidelines; provides technical assistance and support on meeting alternative media requirements.
13. Troubleshoots computer software and hardware problems related to the production of alternate media.
14. Performs a variety of planning, scheduling, and reporting duties related to the provision of DRC services.
15. Performs and assists in researching and determining the use of new access software that may be suitable for implementation in the DRC and District environment.
16. Assists in the development and implementation of goals, objectives, and priorities in providing access to media and distance education for students with disabilities.
17. Prepares grant applications for funding alternate media equipment and captioning services; if successful, prepares purchase requisitions and obtains quotes from vendors and suppliers; obtains required District approvals and signatures; oversees the District's captioning account to ensure approved funding is not exceeded.
18. Creates, updates, and maintains the DRC department website, including dynamic content and interactive forms; ensures compliance with accessibility guidelines.
19. Participates in the design and delivery of relevant workshops and courses; trains faculty and staff on the uses and design of accessible instructional materials for interactive whiteboards as they relate to ensuring access for students with disabilities.
20. Provides technology support services for DRC staff not requiring action by Information Services; prepares work orders if assistance from Information Services is required.

Marginal Functions:

Performs related duties and responsibilities as required.

QUALIFICATIONS.

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

Experience: Two years of experience analyzing and solving hardware, software, and application problems and providing technical user support in a professional capacity.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university in computer science, computer technology, adapted technology, or a related field.

Preferred Qualifications:

1. Experience working with people with disabilities.
2. Experience with adaptive hardware and software.
3. Experience with higher education information systems.

Knowledge of:

1. Trends and developments in alternate media and assistive technology tools, equipment and software available to address the specific needs of students in a college environment.
2. Application and adaptation of media forms, including Braille, e-Text, audio, large print and tactile graphics, in conveying a wide range of college curriculum using varied methods of instructional delivery to meet individual disabled student learning requirements.
3. Advanced techniques, uses and operations of computers, specialized equipment and software to produce materials in alternate media formats.
4. The Americans with Disabilities Act, Section 508, Web Content Accessibility Guidelines, and other local, state and federal laws, regulations and court decisions applicable to providing accommodations and support to students, faculty and staff with disabilities.
5. Advanced techniques, uses and operations of equipment and software to produce captioning for videos and live streaming materials.
6. Principles of learning and learning styles and limitations associated with various types of disabilities.
7. Principles and practices of sound business communication including English usage, grammar, spelling and punctuation.
8. Design and operational characteristics of software packages and databases used to support student programs and associated programming and query languages such as SQL.
9. Principles of web design as required to advise on accessibility requirements.
10. Modern office practices, procedures and equipment including computers and applicable software programs.
11. Basic principles and practices of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Assessing the learning support needs and level of technology skills of disabled students to determine the most appropriate alternate media and/or assistive technologies to meet their individual needs and preferences.
2. Analyzing situations accurately, evaluating alternatives and adopting effective courses of action.
3. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
4. Interpreting, applying and explaining policies and procedures relevant to assigned areas of responsibility and reaching sound decisions in areas applicable to the work.
5. Conveying empathy and working effectively with students from diverse backgrounds who have differing types and degrees of disability and who bring a range of developed skills in handling an educational environment.
6. Collaborating with faculty to adapt teaching strategies, methods and tools to meet the needs of disabled students.
7. Communicating clearly and effectively, both orally and in writing.
8. Preparing clear, concise and accurate reports, correspondence and other written materials.
9. Interpreting and applying program procedural, information and reporting requirements to the maintenance and customization of software and databases supporting program operations.
10. Operating a computer, enterprise software, specialized alternate media equipment and software and other standard office equipment.
11. Organizing and maintaining specialized files.

12. Maintaining confidentiality of student files and records.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office and classroom conditions and has extensive contact with disabled students, faculty and staff.

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 use hands repetitively to finger, handle, feel or operate computers, adaptive technology equipment and devices and lift up to 25 pounds.

TERMS OF EMPLOYMENT.

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