Job Description

Title: Coordinator Media and Help Desk
CBA Position: KCSS
Department: Media Services
Reporting Manager: Brad Lipman
Direct Reports: Yes
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B22
Band Range: $33,756-$47,259
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:
Coordinate the Media Services Help desk activities, track new and outstanding support requests and provide Level 1 client and technical support to computer AV and multimedia equipment users. Maintain the Media Services hardware inventory. Order, catalog and maintain AV materials and databases. Coordinate activities related to the Media Services circulation desk and office area.

Supervisorial Responsibilities: Yes, assist in the coordination of part time and student workers.

Minimum Qualifications/Basic Job Requirements:
- High School Diploma or equivalent
- Some specialized training in desktop publishing, AV and
- 1-3 years' experience in desktop publishing or working with AV equipment

Illustrative Examples of Essential Functions:
- Coordinate Media Service Circulation Desk activities; daily requests, AV deliveries and returns.
- Set up AV equipment in Conference Rooms; troubleshoot and resolve AV problems in classrooms, conference center, and coordinate level 2 and 3 support with other members of IT.
- Design, create, and produce AV materials.
- Maintain Media Services hardware inventory database.
- Order, maintain, and catalog AV material in library database.
- Provide reception duties for Media Services by assisting students, faculty, and staff in greeting them at the front desk, answering phone calls, or receiving and responding to correspondence as necessary.
- Perform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities:
- Possess strong organizational skills
- Possess applied or advanced knowledge of AV equipment and operations.
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff

- Understanding of basic administrative processes and procedures
- Advanced understanding of Microsoft Office Productivity Suite
- Understanding of advanced computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:
(Special physical requirements necessary for performance of the job)
- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement, however there may be some instance where the position would be required to move related computer or telephone equipment in excess of 30lbs.

Disclaimer:
Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.
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