



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Media Services Technician	Position Control No: XX-XX-XX-XX
Classification-Series: Information Technology Technician	FLSA Status: Non-Exempt, Regular PT 8 hrs/wk
Occupational Grouping: Professional & Managerial Services	Union - Grade: NON-UNION Grade 18
Organizational Unit: Executive Department	Primary Job Location: McConnell Center, 61 Locust Street

JOB SUMMARY: The Media Services Technician, under direction, performs a wide range of technical support duties pertaining to the distribution and operation of multimedia and related communications systems and technology and the development and maintenance of Web pages and other content for the City of Dover; assists staff and others with the set up, operation, troubleshooting, and coordination of video, lighting, sound, telecommunications, videoconferencing, and other systems, including the operation of broadcast equipment during live meetings and video production; uses Web authoring and other software to design, develop and maintain the content for the City of Dover website; assists with the implementation of hardware and software upgrades and related system maintenance; provides guidance and training to end users regarding system operation; and performs related work as assigned.

ACCOUNTABILITY: Works under the direction of the Media Services Manager. Assigned duties are carried out independently. Work is reviewed through multi-media (audio/video, web, social media) content completeness and quality, feedback of citizens, public bodies, and employee liaisons.

SUPERVISION EXERCISED: Provides general supervision through work assignments, instruction, training, technical knowledge, and work review with municipal employees needing assistance with the use of City and School audio / video equipment and web content authoring tools.

TYPICAL EQUIPMENT USED: Computer; telephone; video and audio equipment; multimedia equipment; DVD recorders; calculator; typewriter; dictation & transcribing equipment; copy and facsimile machines; electronic diagnostic equipment; small hand and power tools.

TYPICAL WORK ENVIRONMENT: Inside: 90% Outside: 10%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Delivers, sets up and demonstrates the operation of various audio-visual equipment for City of Dover staff, as well as for others who are using City facilities and multimedia equipment; picks up, inspects and cleans equipment after use.
2. Sets up, maintains and operates video and audio systems; videoconferencing; uses streaming/broadcast and telecommunications technology as appropriate; performs technical duties required to broadcast regular and special programming.
3. Operates multi-media camera systems for live and recorded municipal and governmental meetings, and special events; monitors and audits program schedules to ensure delivery and operation of multimedia.
4. Troubleshoots and diagnoses equipment and network problems involving City of Dover multimedia, telecommunications and broadcast systems; configures, aligns, tests and calibrates multimedia equipment using various signal generators and test devices; repairs and maintains DVD and CD players, projectors,

- speakers, microphones, mixers, amplifiers, wireless transmitters and other multimedia devices using hand tools, meters, soldering irons and signal generators.
5. Helps regularly update the City of Dover website, under direction. Must be able to proofread and edit with proficiency.
 6. Updates and maintains the accuracy of text and video content on the City of Dover website; prepares print-ready and text-input forms for use on the Internet.
 7. Works as part of a team to develop, maintain and support the City of Dover’s website and various social media communication platforms.
 8. Duplicates/replicates audio, video, data and other mediums using DVD, audio CD, digital tape, and data materials; edits video programs; develops and inserts animations and graphics, as requested.
 9. Assists other information technology staff with routine technology projects; provides technical user support pertaining to website and other technology; consults with external consultants as authorized to develop solutions to system and user problems.
 10. May perform technical administrative duties; attends meetings.
 11. Performs other related duties as assigned.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Rarely required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Occasionally required. -below shoulder height: Occasionally required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Occasionally required. BENDING: Occasionally required. CRAWLING: Rarely required. SQUATTING: Occasionally required. KNEELING: Rarely required. CROUCHING: Occasionally required. CLIMBING: Rarely required. BALANCING: Not required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Frequently required. FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 4 hours Stand: 1 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 6 hours Stand: 1 hour Walk: 1 hour</p>
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COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others HEARING: Necessary for receiving instructions and information. SIGHT: Necessary for performing job effectively. TASTING & SMELLING: Not required.</p>
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TYPICAL WORK SURFACE(S): Standard office desk and chair; service counter; tables; computer work stations; meeting rooms; carpet, tile, concrete and wood floors.

TYPICAL CONTROLS & EQUIPMENT: Keyboard/pad, computer mouse, electronic controls.

SUMMARY OF OCCUPATIONAL EXPOSURES: May be exposed to copier and printer toner. Possible electrocution hazard.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

Knowledge of:

- Methods, procedures, and techniques pertaining to the operation and repair of multimedia systems.
- Operational characteristics of a variety of audio-visual, multi-media and computer systems, hardware and equipment.
- Methods and techniques of troubleshooting and repairing audio-visual and multi-media equipment.
- Operational characteristics of closed circuit video distribution and teleconferencing systems.
- Current web programming applications, i.e. Java, HTML, REST & AJAX services, IIS, SQL preferred.
- Computer and telecommunication operating systems, and a variety of broadcast and computer hardware and software applications.
- Excellent communication skills, including spelling, grammar and punctuation.
- Occupational hazards and standard safety precautions.

Ability to:

- Provide technical support to students, staff, faculty and community members in the use and operation of technical multimedia equipment.
- Operate, maintain, troubleshoot and repair multi-media, audio-visual and computer systems, hardware and equipment.
- Operate and troubleshoot closed circuit video distribution and teleconferencing systems.
- Learn and work proficiently within new web-related technologies, i.e. content management platforms.
- Provide base-level technical support to fellow users of web development and other media services applications.
- Adhere to copyright laws.
- Respond to technology requests and inquiries from the staff.
- Demonstrate the proper use and operation of assigned equipment.
- Effectively and efficiently participate in the operation of the City of Dover's information technology, multi-media and telecommunication operation.
- Test, analyze, and interpret computer, broadcast, multi-media hardware and software problems, and determine problem solutions.
- Interpret schematic drawing and technical manuals.
- Perform arithmetical calculations with speed and accuracy.
- Communicate effectively, both orally and in writing.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: Graduation from a college/university with an Associate's degree in Computer Science, Information Technology, Broadcast Communications or a closely-related field, OR at least one year progressively responsible experience in audio / video management, support, or related information systems work; OR any equivalent combination of education and experience which demonstrates possession of required knowledge, skills and abilities. Employee must maintain valid motor vehicle operator's license. Microsoft, Cisco and other Information System specific certifications are optional.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input checked="" type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.

Classification Established: 10/19/2007
Job Description Developed: 07/18/2013
Revised: 08/10/2015