



Job Description

JOB TITLE: VIDEO PRODUCTION AND SUPPORT SPECIALIST

PAY GRADE: CL22

LAST REVISED: February 2018

*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 within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under direction from an assigned Dean or program coordinator, provides the full range of technical support to the District for the creation and production of video and video streaming; provides administrative and technical support to the Distance Learning (DL) program; provides technical support to students and faculty in the use and production of video, as well as the use of the course management system; and performs a variety of tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides support to District's DL and Instructional Technology program with primary responsibility for the support of video production; assists in the development and implementation of program policies and procedures; takes independent action to respond to and/or resolve issues as they arise; responds to inquiries regarding departmental operations;
2. Executes videos from pre-production to post-production using a variety of equipment and techniques, such as but not limited to camera work, lighting, audio capture, and video editing. Creates video for use on multiple platforms, including web, social media, and advertisements. Films at various locations, both on and off-campus.
3. Administers site settings and user accounts for video storage and video distribution and access;
4. Serves as District resource on video creation and production. Ensures all video content reflects and maintains district branding.
5. Trains and oversees work of students and staff on video creation and production; provides training to students, staff and faculty in the use of video;
6. Provides information and assistance for DL courses; troubleshoots student technical problems and alerts instructors and other DL staff to student difficulties; answers student questions and guides students through the operation of course management systems;
7. Coordinates use of faculty training rooms and Technology Innovation Studio;
8. Maintains and supports video streaming and other video equipment in the DL Department; recommends new video technology purchases; stays abreast of developments in the field and determines future needs; discusses new products or special needs with vendors;
9. Implements, administers and maintains multi-media, including audio/video streaming software tools and other related media devices;
10. Coordinates the conversion of analog video to digital video; transfers and duplicates media as necessary;
11. Installs, configures and maintains specialized software and peripherals that support District projects; tests programs to ensure compatibility with current operating environment; configures

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- software to communicate with peripheral equipment; performs repair and maintenance of electronic media/video equipment;
12. Trains, assigns, schedules, prioritizes workload and supervises work performance, retention or dismissal of student and other temporary help; orients newly assigned staff members to facilities, use of equipment, policies and procedures;
 13. Maintains an organized and professional office environment; maintains up-to-date and accurate files of project and publication documents and records; creates specialized queries and reports as needed;
 14. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Operations and services of a community college distance learning program
- Various computer operating systems, hardware and peripheral equipment.
- Specialized video creation and production processes
- Post-production skills in video editing and sound integration.
- Requires knowledge of and skill in a variety of video software packages
- Operations of various multimedia equipment such as video cameras and related computer programs.
- Professional media and communications standards.
- Operational characteristics of multimedia equipment used in the area of assignment.
- Multimedia equipment troubleshooting and minor repair techniques and procedures.
- Principles and practices of training and providing work direction to others.
- Pertinent federal, state, and local codes, laws, and regulations.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Organize, sequence, and produce video and video streaming, as well as assist owner/end user in conceptualizing video.
- Operate standard cameras, digital cameras and video equipment.
- Use video editing software.
- Learn the course management online system user functions and operations.
- Provide effective training to students and faculty in the production of video and the use of the course management system.
- Receive, respond to and resolve requests and inquiries from students and faculty regarding video production and use as well as distance learning program functions
- ⊕ Research and troubleshoot technical issues
- Organize and coordinate multimedia activities and ensure optimum use of equipment and facilities
- Operate a variety of equipment involved in multimedia productions.
- Train and provide work direction to other staff and students.



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

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in computer science, information systems, multimedia or a related field.

Experience:

Two years of increasingly responsible technical experience with video production

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.