Title: Media Support Specialist: Classroom and Event Support

Function: Under the direction of the Director of Media Services, the Media Specialist in Classroom and Event Support is responsible for the maintaining the daily operation and providing the first tier of support of classroom audio, video, and recording technologies. In addition, the Media Specialist will also provide additional support for the media team to provide audio-visual services for curricular and extra-curricular activities across Gordon’s campus.

Description of Duties and Tasks:

Essential Responsibilities:

Classroom Support

1. Manage all CTS Media Services helpdesk support tickets and escalate when necessary those requiring attention from the Director and/or other Media Support Specialists.

2. Provide tier 1 technology support during peak class hours assisting faculty with classroom technology questions and troubleshooting equipment failures.

3. Serves as primary support for afternoon and evening graduate classes.

4. Maintain working list of classroom AV equipment and conditions and proactively schedule repairs around course schedules. Notify Director of Media Services of equipment showing excessive wear or signs of impending failure.

5. Provide backup support for lecture capture systems maintenance and scheduling.

6. Train and oversee student technicians who serve as on-call responders for non-peak and afterhours classroom technology issues.

Event Support

1. Works with Director of Media Services and other media staff to provide advanced technical support and expertise in the area of multimedia for large scale events. Supporting role for additional off campus VIP event support.

2. Ensures all college policies as well at CTS policies are followed at any event or function in A.J. Chapel including, but not limited to: fire codes and media equipment usage policies.

3. Serves as backup to Senior Media Support Specialist: AJ Chapel/Event Coordinator for all Summer rental groups using campus facilities.
**Digital Signage**

1. Maintain hardware support and coordinate scheduling of Gordon’s digital signage network.

**Administrative**

1. Assist with processing invoices for cost recovery for services rendered to on-campus departments and off campus guests.
2. Ensure that Media Services Events calendar is maintained with accurate staffing and logistics information.

**Media Team Responsibilities:**

1. **Campus Events**
   a. Assists with all major campus events requiring media setup/support services including but not limited to Orientation, Homecoming, Parents Weekend, Christmas at Gordon, Graduation, Chapel Services, Symposia, and Music Department events.
   b. Ensures that all media equipment used for events is returned to media storage in proper working condition at the conclusion of each event.
   c. Ensures that there is adequate staffing for all major events requiring media equipment and/or support and that individuals and/or groups using media equipment are adequately instructed and full supported in the use of all media equipment before, during and after each event.

2. **Other**
   a. Facilitates outside groups who rent College facilities; coordinates disbursement of technology to those groups; coordinates with the Office of Facilities Use for planning of summer audio visual needs/services and provides sound equipment for various performing groups.
   b. Recommends policies and procedures pertinent to media utilization and selection.
   c. Functions as primary backup to the Senior Media Support Specialist: AJ Chapel/Event Coordinator.

**Required Knowledge, Skills and Abilities:**

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Display a friendly and helpful attitude towards Gordon visitors to help them feel welcomed.

3. Understanding of performance and technical issues is essential, specifically experience and expertise in the technical aspects of sound, lighting, projection and recording systems.

4. Self-motivation, organization and excellent communication abilities are required.
5. Strong people skills and the ability to act as a representative of Gordon College to the public.

6. Commitment to graciously and proactively serving the needs of performance groups and guests.

7. Ability to be present from 8:00am – 6:00pm (actual shift time will vary) Monday through Friday as well as working occasional evenings and weekends as necessary to cover events.

8. Must be able to lift up to 50 lbs. on a regular basis and be comfortable working with elevated equipment using ladders or personnel lifts.

9. Strong technical knowledge in multimedia, both in the classroom and in large venues like the A.J. Gordon Memorial Chapel.

10. AVIXA CTS technology certification is expected, though not required, for this position along with a commitment to further professional development.

Position Code:
Grade: 4
FLSA Status: Non-exempt