KWANTLEN POLYTECHNIC UNIVERSITY

JOB DESCRIPTION

Dept: Information & Educational Technology User Services

Working Title: System Support Technologist – On Site Support / Multimedia Technician   (34)

Date: December 2021

Job Class: 12

PRIMARY FUNCTION:

To provide presentation and conferencing support services to students and employee users of Kwantlen Polytechnic University.

JOB DUTIES AND TASKS:

1. **Install, configure, maintain, upgrade multimedia equipment:**
   a. Maintain, upgrade, troubleshoot, repair, and install multimedia systems for all classrooms, meeting rooms and conference centers.
   b. Perform thorough maintenance checks on all classroom multimedia equipment annually, perform necessary repairs and or recommend upgrades.
   c. Evaluate multimedia equipment in terms of serviceability, reallocation or disposal.
   d. Coordinate repairs with external service providers.
   e. Provide advice to staff, faculty and students on the selection of multimedia equipment.
   f. Provide training to staff, faculty and students on the use of multimedia equipment.
   g. Create documentation on the use of multimedia equipment.
   h. Maintain records for work completed.
   i. Maintain capital asset inventory for multimedia equipment.
   j. Provide technical support for multimedia events; provide setup of multimedia equipment, and provide customized technical support dependent on the client needs.

2. **Perform software and hardware support:**
   a. Interact with users in a support capacity to satisfy productivity goals and user expectations.
   b. Install, test, troubleshoot, repair and multimedia equipment and software.
   c. Install hardware such as data projectors, LCD panels, audio visual controllers, microphones, desktop video conferencing equipment, recording equipment, diagnose and repair data communication outlets and cables.
   g. Provide advice on the use of Kwantlen Polytechnic University standard conferencing applications.
   h. Provide advice, assistance and instruction on use of multimedia technology.

3. **Train clients in use of multimedia and conferencing technology:**
   a. Assess and identify user training needs and refer them to training courses, on-site trainers or professional development opportunities.
   b. Plan, development, write, and deliver training materials and courses concerning multimedia equipment
   c. Plan, schedule and instruct classes.

4. Other related duties:
   a. Assist in research projects.
   b. Collect, format and distribute system usage reports.
   c. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to Manager, Client Services.

SUPERVISION/DIRECTION EXERCISED:

Assist in the hiring, training and supervision of co-op students.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Assist in the development of procedures and policies regarding multimedia systems; create and maintain procedural documentation for users; create and maintain materials for professional development courses and workshops.

FINANCIAL RESOURCES:

Recommend multimedia systems to meet end user requirements; provide input into repair and replacement decisions, requisition supplies for classrooms, meeting rooms and conference centers.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

1. Completion of a Computer Systems Technology degree or equivalent combination of education and experience.
2. 1 - 2 years of work experience in providing on-site audio visual equipment support including projection and sound systems, audio and video recording and play back devices, interactive displays, digital signage displays, video conferencing, audio conferencing, and basic AV control systems.
3. 2 years experience in providing on-site computer desktop and peripheral support including laptops, data projectors, portable cameras and mics, and smartphones.
4. Proven ability to work in a customer focused technology service center.
5. Proven superior customer service skills.
6. Basic networking knowledge including IP assignment and port configuration
7. Thorough knowledge of Microsoft Windows operating systems.
8. Thorough knowledge of standard desktop applications (including word processing, spreadsheet, communications, databases and desktop video conferencing).
9. Proven ability to quickly grasp new concepts and learn new systems.
10. Demonstrated ability to communicate effectively in English, both verbally and in writing.
11. Proven ability to deal effectively with others and to handle unusual or unexpected situations.
12. Proven ability to work under minimal supervision, under own initiative and as an effective team member.
13. Proven ability to independently organize work to achieve predetermined goals and meet deadlines.
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