

COMPUTER TECHNICIAN

Multimedia and Computer Support Specialist

The Multimedia and Computer Support Specialist aims to elevate the City's digital presence while providing essential technical support to our staff. Key responsibilities include crafting compelling multimedia content for our community access channel, troubleshooting computer issues, and recording/preserving the digital recordings of key city meetings. Additionally, the position is responsible for maintain the online digital presence of the city through our website and YouTube channel. The role requires a unique blend of creative multimedia skills and technical proficiency as well as a commitment to maintaining the highest standards of data integrity, confidentiality, and system reliability.

POSITION SUMMARY

This position provides support to the Information Technology Department in accordance with established policies and procedures by performing routine hardware/software maintenance and installation requiring a high degree of efficiency, while troubleshooting issues across various departments. Configures computers and thin clients in a manner that aligns to standards set within the Information Technology Department, while providing timely, customer service based support to all city employees.

Responsibilities

RESPONSIBILITIES

Desktop Administration:

- Computer Assembly:
 - Assemble computer systems by integrating hardware components to meet specified configurations and requirements.
 - Ensure proper installation of components such as processors, memory modules, storage devices, and peripherals.
 - Comprehension of Software / System Requirements
 - Understand the Limitations of System Hardware
- Repairs/Replacements:
 - Diagnose and repair hardware issues in computers and associated peripherals.
 - Facilitate the replacement of faulty components to restore system functionality.
- Setup/Moves:
 - Configure and set up new computer systems according to organizational needs and standards.
 - Assist in the relocation of computer equipment during office moves, ensuring minimal disruption to operations.
 - Work with Systems/Network Administrators or Director to change VLANs based on system needs when moving locations or after system upgrades.
- Software Support:
 - Provide support for various software applications, including installation, configuration, and troubleshooting.
 - Assist end-users with software-related issues and ensure compatibility with hardware systems.

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- **Hardware Support:**

- Offer technical support for hardware-related concerns, including peripherals and accessories.
- Collaborate with vendors for warranty support and hardware replacement when necessary.
- Capability to find, add, remove, and update drivers.

- **Troubleshooting:**

- Analyze and resolve technical issues related to both hardware and software components.
- Utilize systematic troubleshooting methodologies to identify and address problems effectively.
- Capability to clearly document troubleshooting steps in order to create a concise record that may be utilized by others, particularly in cases where escalation is necessary.

Multimedia Specialist:

- **Audio/Video Configurations:**

- Support the Director in configuring audio and video settings for meetings, including layout and vocal profiles
- Employ Audio Profiles to effectively manage and record each meeting, ensuring optimal audio quality across various platforms such as Live TV, YouTube/Website, and recordings.
- Manage cameras to uphold sharp and clear visuals, contributing to the creation of professional-looking recordings slated for broadcast on Channel 19.
- Collaborate with the Director to address any necessary reconfigurations based on evolving requirements for various meetings.
- Clear understanding of audio limiters, thresholds, and issues related to audio distortion and/or clipping.

- **Channel 19:**

- Ensure that Channel 19 consistently features current content in accordance with the predefined schedule set by the IT Department.
- Facilitate Community Event Requests in order to provide citizens a means to promote free/non-profit events that are accessible to the public.
- Conduct routine audits of Channel 19 content, eliminating outdated events when necessary, and updating content as required.

- **Digital Archives:**

- Routinely update the digital library by incorporating various meetings and digital content, ensuring a continuous influx of relevant and current information.
- Store privileged meetings separately, safeguarding sensitive information and reinforcing the organization's commitment to maintaining robust privacy protocols.

- **Multimedia Editor:**

- Employ a range of multimedia software tools to produce digital media suitable for both our YouTube Channel and Channel 19 broadcasts.
- Enhancing audio quality, seamlessly splicing video clips, incorporating overlays, and exporting content in multiple formats.

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- **Public Meetings:**

- Work with staff to ensure required meetings are recorded and broadcast as needed
- Thoroughly test all equipment before meetings to confirm optimal functionality. This includes, but is not limited to, presentations, microphones, speakers, cameras, Microsoft Teams/Remote Call-In System, livestream capabilities, and recording devices.

Website Content Administrator:

- **Maintain Website:**

- Upload and format text, images, and multimedia content.
- Collaborate with departments to obtain and integrate relevant information to improve city transparency to the public.
- Manage and Maintain digital asset library
- Schedule and Publish Posts on Website to ensure timely delivery based on departmental needs.

- **YouTube Channel:**

- Edit and Enhance Video Content in order to maintain a professional and polished appearance.
- Optimize Video Titles/Descriptions in order to ensure content is easy to find when searched by our constituents.
- Regularly schedule and test out streaming capabilities in order to ensure public meetings are available online both during the live stream and for viewing after the fact.

Essential Duties:

- Troubleshoot and solve technical issues related to desktop computers, laptops, tablets, cellular devices, as well as, a variety of other computer related hardware and software.
- Perform regular maintenance and updates on computer workstations involved in the City's day to day operations to ensure the machines stay in working order.
- Use logic to solve technical issues in a timely manner
- Setup new computer workstations, migrate user data, and assist staff in adjusting to new operating systems and software as they are implemented.
- Tasks are multiple and diverse with some interrelationship across processes.
- Work requires the direct application of a variety of procedures, policies, and/or precedents.
- Assumes other duties as assigned by supervisor.

Knowledge, Skills, and Abilities

Knowledge, Skills and Abilities (position requirements at entry):

- Proficient in both current and past Windows Operating Systems, including Windows 10 and newer
- In-depth understanding of network protocols, TCP/IP, DNS, and subnetting
- Understanding of Active Directory and LDAP
- Well-versed in a variety of software packages, including, but not limited to, Microsoft Office Versions 2019 and newer, Adobe Acrobat Pro, OBS, Atem, Adobe Premier or equivalent software.
- Possesses advanced hardware and software troubleshooting and problem-solving skills.

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- Well-informed about modern computer software, hardware, and networking equipment.
- Skillful in system and network monitoring tools
- Knowledgeable about Website Content Standards and ADA Compliancy Standards
- Proficient in English usage, spelling, vocabulary, grammar, and punctuation.
- Skilled in documenting new processes and troubleshooting procedures.
- Executes work with precision, speed, and the ability to work under general supervision.
- Capable of understanding and following both oral and written instructions.
- Exhibits good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establishes, maintains, and fosters positive and harmonious working relationships with individuals encountered during the course of work.
- Excellent interpersonal skills.
- Adaptable and flexible in the face of frequent changes, delays, unexpected events, and a dynamic work environment.
- Ability to prioritize and handle multiple tasks simultaneously
- Adaptability to emerging technologies and industry trends
- Ability to work independently and as part of a team.

- Readiness to address unfamiliar issues and willingness to test out new techniques
- Skilled Communicator with a focus on Collaborating with leaders throughout the city to drive departmental growth and efficiency through the utilization of technology.
- Excellent Self-Awareness as errors in judgment have the potential to notably impact the operations of one or more lines of business or operations.
- Ability to Handle sensitive and/or complex information as permitted by the supervisor.

- Knowledge of current and past Windows Operating Systems (Windows 7 and Newer).
- Knowledge of various software packages including but not limited to Microsoft Office Versions 2003-2013, Adobe Reader, Adobe Acrobat Pro.
- Excellent hardware and software troubleshooting skills.
- Knowledge of managing a Microsoft Windows File and Folder Directory.
- Knowledge of modern computer software, hardware, and networking equipment.
- Proficient in English usage, spelling, vocabulary, grammar, and punctuation.
- Perform work with accuracy, speed, and general supervision.
- Understand and follow oral and written instructions.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Excellent interpersonal skills.
- Ability to adapt and be flexible when faced with frequent change, delays, unexpected events, and changing work environment.

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Judgment/Decision Making:

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments.
- Makes recommendations to work procedures, policies, and practices.
- Refers unusual problems to supervisor.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- May be assigned as lead worker over other personnel.
- May assist with training of other staff members.

Relation to Others:

- Requires interpersonal and communication skills to establish and maintain internal relationships.
- Communication will include one-on-one and the occasional small group presentations.
- Offers suggestions to improve the activities of the department as well as other departments in order to improve users efficiency when utilizing information technology.

Education and Experience

SKILLS

Education and Experience:

- 2 or 4 Year Degree in Computer Science or other related field
- 1+ Year of Troubleshooting
- Associates degree (Bachelors degree preferred) in Computer Science or related field and up to one year experience in Information Technology or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements

Special Requirements (position requirements at entry):

- Valid Driver's License.

Environment

WORKING CONDITIONS

Environment:

- Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, fingering, talking, hearing, seeing and repetitive motions.

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- Incumbents may be subjected to electrical currents, fumes, odors, dusts, gases and extreme temperatures and travel.
- Working conditions involve some exposure to moderate risk of accident and require following basic safety precautions. Physical demands include moderate physical activity that includes prolonged standing and/or walking, handling moderate weight objects and/or using or carrying equipment. ~~Exerting up to 75 pounds of force occasionally, and/or up to 40 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.~~
~~Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.~~
- Work requires routine travel.

Classification: Grade 14

~~Classification: Grade 12~~

FLSA: Non Exempt

Created: 10/9/15

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Approved by CSC: 10/20/2015, 10/11/17

Approved by City Commission: 11/2/2015

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