Job Description – Media Support Technician

Department: Library and Academic Technology Services
Reports to: Director for Academic Technology Services

Position Description

This position collaborates with technology staff in NYU Shanghai to identify, develop, implement and support appropriate technology solutions for teaching, learning and research on behalf of faculty, student and staff clients.

Supports technology equipment, facilities, programs, training and other services in the library, in classrooms and throughout the NYU Shanghai community.

Helps foster a responsive and adept technical support structure to promote the effective use of technology in teaching, learning and research.

Works both individually and as part of a diverse and distributed technology support team; actively develops partnerships with faculty and staff to understand their technology needs.

Will have a specialty area such as presentation technology, digital media production, instructional technology, computer administration, etc. But will also develop a working knowledge and proficiency that spans the expertise of the entire team.

May supervise the activities of students and other part-time personnel.

Some weekend and evening hours will be required.

Position Responsibilities

- Train and assist faculty, students and staff in the use of audio-visual presentation equipment, software and facilities.
- Train and assist faculty, students and staff in the use of audio and video conferencing equipment.
- Train and assist faculty, students and staff in the use of digital media production equipment and software.
- Provide audio-visual presentation and digital media production support for instructional and operational activities.
- Daily maintenance and service of audio-visual presentation equipment and digital media equipment and software.
- Advise faculty, students and staff on digital media production.
- Analyze and diagnose audio-visual presentation equipment issues, and initiate appropriate client response and technical corrective action.
• Analyze and diagnose computer software, hardware, network and initiate client response and technical corrective action.
• Communicate with clients and peers politely and using the most effective method such as phone call, email or in-person.
• Create, update and maintain user documentation.
• Help install new audio-visual and digital media systems and equipment.
• Coordinate the repair of audio-visual equipment with external vendors; reconnect equipment after repair work has been completed.
• Participate in the research, evaluation and selection of new audio-visual presentation and digital media technologies.
• Participate on special projects as directed.

Qualifications

Required Education
Bachelor’s degree. Preferably in computer science, electrical engineering, digital media production or instructional technology.

Required Experience
Minimum 1 to 2 years providing excellent technical customer service in an international and multicultural setting. Experience in a university setting is preferred.

Required Knowledge, Skills, and Abilities
➢ Excellent written and spoken Chinese and English.
➢ Strong interpersonal communication skills.
➢ Proficiency using, maintaining and troubleshooting computer hardware and operating systems, including Macintosh OS X and Windows XP/7/8. Linux is a plus.
➢ Proficiency configuring, maintaining and troubleshooting audio-visual presentation systems, including matrix switchers, digital audio processors, microphones, control systems, projectors, flat panel displays, visualizers and DVD/BR players.
➢ Ability to work on a variety of projects simultaneously.
➢ Ability to learn and apply new skills quickly.
➢ Ability to demonstrate technology effectively to individual clients and to groups.
➢ Ability to work both independently and as part of a diverse technical team.
➢ Enthusiasm and proficiency for helping others.

Preferred Knowledge, Skills, and Abilities
➢ Working knowledge of digital media software such as Final Cut, Logic, Premier, Photoshop, Illustrator and Avid.
➢ Working knowledge of studio or live event video and audio production equipment such as cameras, microphones, switchers, mixers and lighting.
➢ Working knowledge of audio and video conferencing technologies, including codec configuration, H.323, H.264, multipoint, QOS, telepresence and echo cancelling.
➢ Ability to terminate and test audio-visual cabling, including RGBHV, Cat5 and HDMI.
➢ Ability to troubleshoot audio-visual signal chain issues, including EDID and HDCP.
➢ Ability to use hand and power tools. Soldering skill is a plus.