

Media/Telecom Specialist

JOB FAMILY DEFINITION

This classification falls within the AV-Media Job Family, encompassing a range of work in which incumbents are responsible for providing audiovisual/telecom operational and technical support for classes, meetings, and conferences, as well as consulting and production design for the creation of distance learning products, such as online courses and video productions. This class specification represents the type and level of work performed, recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

Incumbents, as assigned, are responsible for the technical support, maintenance, and troubleshooting of telecommunications system infrastructure and/or audiovisual system infrastructure used for distance education and broadcast engineering.

DISTINGUISHING CHARACTERISTICS

The Media/Telecom Specialist class is distinguished from the Media Technician in that the Media/Telecom Specialist performs consulting and production design for the creation of distance learning products and performs technical support and maintenance for the audiovisual or telecommunications system infrastructure and associated equipment, including, but not limited to, participating in design, installation, upgrades, testing, and quality assurance for the system and peripheral equipment.

The Media/Telecom Specialist is distinguished from the next higher-level class of Media/Telecom Support Supervisor in that the latter supervises four or more Judicial Council staff.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Participates in the design, development, installation, and support of audiovisual, satellite downlink, broadcast equipment, website, and/or telecommunications systems infrastructure.
- Provides technical support for assigned system, including, but not limited to, equipment operation, system upgrades, configuration, troubleshooting, security, testing, quality control, database administration, wiring/cabling, wireless connection, and system access.
- Transcribes, organizes, and archives live Supreme Court broadcasts, as assigned.
- Travels to job site and/or provides phone support to users, as assigned.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Positions assigned to telecommunications may be responsible for:

- Providing user support at the telecommunications device level;
- Providing telecommunications systems administration and problem resolution, including coordinating with vendors as required;
- Assisting with accounting inquiries and billing discrepancies;
- Ordering parts and maintaining inventory records; and
- Maintaining contract records.

Positions assigned to audiovisual and distance education support may be responsible for:

- Serving as technician for studio and field videotaping projects and broadcasts;
- Evaluating status of systems and if there are any technical considerations that may impact the ability to transmit distance education;
- Troubleshooting and maintaining AV/video equipment;
- Coordinating tasks of video production crews at remote broadcasts, as assigned; and
- Video editing and distribution of final product, as assigned.

Positions assigned to audiovisual infrastructure support may be responsible for:

- Assisting with, or serving as project manager for, new installations, upgrades, testing, quality control, and vendor interface;
- Creating or reviewing technical drawings and specifications and making recommendations;
- Reviewing and making technical comments on purchasing specifications; and
- Receiving newly purchased equipment and maintaining inventory of equipment.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Three (3) years of broadcast and/or audio-visual systems experience.

OR

Associate's degree, preferably in broadcast technology, computer science, or a directly related field, and one (1) year of broadcast and/or audio-visual systems experience. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One (1) year as a Media Technician with the Judicial Council of California or one (1) year of experience performing the duties of a class comparable in the level of responsibility to that of a Media Technician in a California superior court or California state-level government entity.

LICENSING AND CERTIFICATIONS

- Valid driver's license, as assigned.

KNOWLEDGE OF

- Principles and practices of audiovisual or telecommunications infrastructure and equipment, as assigned, which may include, but are not limited to, design, installation, troubleshooting, testing, maintenance, and repair;
- Project management principles and practices;
- Basic principles of video and broadcast production and editing, along with associated equipment operation, calibration, and repair, as assigned;
- Principles and practices of conference software and hardware, as assigned;
- Basic principles of videography, as assigned;
- Customer service principles;
- Applicable work rules and policies;
- Applicable business equipment and desktop applications; and
- Safe work practices and methods.

SKILL IN

- Testing and interpreting equipment readings and system functionality, quality, and security;
- Troubleshooting equipment and connectivity issues;
- Performing mathematical calculations to understand, calculate, and record detailed measurements;
- Creating documentation, training users, and serving as user support;
- Setting up and configuring audio and visual equipment for optimal performance in field and broadcast environments, as assigned;
- Operating vehicles to transport equipment, as assigned;
- Providing customer service;
- Providing attention to detail;
- Meeting assigned deadlines and prioritizing competing demands;
- Applying safe work practices;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating;
- Maintaining effective working relationships with colleagues, customers, and the public; and
- Developing knowledge of the Judicial Council organization to effectively configure infrastructure and equipment to support educational objectives.

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, walking, reaching, standing, climbing, grasping, repetitive motions, pushing, pulling, lifting, fingering, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Heavy work: Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to fumes, noxious odors, dust, mist, gases, poor ventilation, underground/confined/restricted workspaces, and exposure to loud noise. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please Note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*

As a government body charged with improving the statewide administration of justice, the Judicial Council has multiple offices with diverse responsibilities relating to court policy and operations. As employees of the council, every member of staff should view and approach their work as one Judicial Council with a public service mission that is greater than the sum of its parts.