

Mid-America Baptist Theological Seminary Job Description

Job Title: Media Support Technician
Department: Information Services
Reports To: Director of Information Services
FLSA Status: Part-time Non-Exempt
Prepared Date: April 21, 2023
Classification: Regular Part-Time

SUMMARY

The Media Support Technician works under the supervision of the Director of Information Services. Responsibilities include operating the audio/visual systems for chapel services and special events for the school. Duties include pre-production tasks of setting up equipment and performing quality testing for the event. Live production tasks involve working the event according to assigned duties and specified requirements. Post-production tasks include editing the recorded materials for use online or other media for distribution.

The candidate should have strong computer skills and be adept at streaming, recording, and editing audio and video. Proficiency in Windows and Mac operating systems is necessary to fulfill the responsibilities of this position. The candidate will coordinate with the end-user for details regarding an event or project that has been assigned by the supervisor. The candidate should demonstrate a combination of strong technical and interpersonal skills for performing this job.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed or required.

- Proficient skills in working audio and visual equipment that include sound boards, streaming, switching, lighting controls, screen projection, and camera operation.
- Experience with editing software.
- Able to follow media protocols for proofing.
- Provide optimum setup, lighting, and recording recommendations for each project.
- Ability to quickly troubleshoot and resolve technical issues during events.

PREFERRED to have the following:

- Proficient in ProPresenter, Final Cut Pro, Adobe Premier software, or other post-production software.
- Proficient in setting up video/audio shoots.
- Experience with digital video camera equipment.
- Experience with sound equipment:
 - Sound boards & amps.
 - Microphone—wireless & wired.
 - Running cabling for audio/visual equipment.
 - Experience recording live events.
 - Experience working with speaker systems.
 - Can work with guest speakers and performing artists.
- Proficiency in managing media file storage and cataloguing.
- Managing inventory and orderly use of audio/visual equipment and supplies.

- Documenting processes for chapel and other media tasks.
- Provide support, training to faculty and staff in video editing and production.
- Support proper operation and use of audio/visual systems used in classrooms.
- Stay current with emerging media technologies and make recommendations for maintenance or upgrades.

QUALIFICATIONS: To perform this job successfully, the candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **Technical Skills**
Tech savvy with a good understanding of computer systems, mobile devices, and other tech products. Ability to diagnose and resolve basic technical issues.
- **Education and/or Experience**
Course work or certificates in related fields preferred; or equivalent related experience; or equivalent combination of education and experience. Must have some related experience at a minimum. Must be willing to further develop technical and business skills by participating in educational and training opportunities.
- **Attention to Detail**
Assessing information technology-related system, data, or user issues to ensure accuracy, completeness, and consistency with standards.
- **Customer Service**
Maintaining relationships with end users, assessing current media needs, and developing or identifying products and services that are tailored to meet media needs.
- **Communication Skills**
Ability to read and interpret documents such as system specifications, rules, and procedures,. Ability to write routine reports and correspondence. Ability to speak effectively before students, staff, faculty, and outside representatives. Able to brief management on the status of media systems, projects, or daily operations, including the communication of technical information to a non-technical audience.

- **Problem Solving**

Ability to identify root causes and alternatives to complex media-related issues by gathering and applying information from a variety of sources that provide a number of potential solutions.
Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Ability to diagnose problems, determine solutions using efficient research, and follow through to satisfactory resolution.

- **Work Environment**

Office environment that includes some physical demands of standing, walking, and lifting.
Extraneous situations may arise that require additional physical demands. Capacity to remain calm, considerate, and tactful under stressful and unanticipated situations is necessary.

- **Other Qualifications**

Sincere allegiance to the mission of the Seminary
Personal faith in and commitment to Jesus Christ
Professional expertise and integrity
Excellent computer and organizational skills
Excellent interpersonal skills
Related experience preferred
Exposure to a variety of software applications (Microsoft Office applications)

- **Other Skills and Abilities**

Ability to use media-related hardware and software products
Ability to learn new applications competently
Must exercise a high level of confidentiality in handling sensitive information