

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Media Support Associate-WC	<b>Job Code:</b>	43610
<b>Job Function:</b>	Staff	<b>Grade:</b>	114
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	3000 Information Technology Division	<b>Date:</b>	1/04;8/03;9/00

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**Job Summary:**

Assist in providing multimedia support and troubleshooting to fulfill requests for assistance by the College's students, faculty, and staff. Deliver, secure and maintain multimedia equipment while ensuring that the technology enhanced classrooms on campus are operated both safely and efficiently.

**Essential Functions:**

50-70% Assist with the scheduling, delivery, security and maintenance of multimedia hardware and software to various sites on and off campus. Secure multimedia equipment and perform minor repairs and maintenance when necessary.

10-20% Troubleshoot and properly adjust multimedia hardware and software as needed.

10-20% Respond to requests for assistance from the users of both multimedia and technology enhanced classrooms.

10% Aid with the implementation of special projects and special events pertaining to the use of multimedia.

**Education:**

Requires high school diploma or GED.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 1 year experience operating multimedia hardware/software and performing troubleshooting duties.

Requires the ability to adapt to new technology. Strong customer service and problem solving skills, ability to prioritize and to handle multiple tasks required. Ability to instruct users in the operation of multimedia equipment required.

**Leadership:**

No authority or responsibility for the supervision of others.

**Physical Requirements:**

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

**Working Conditions:**

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.