



## Media/Technology Support Technician

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Reports to: Program Supervisor Classification: Classified, 4  
Region or Department: Media/Technology Date: 09/23

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**Job Summary:**

Provides technical assistance and services to internal and external clients of the Media/Technology Center.

**Qualifications:**

1. High school graduate
2. One year of clerical or equivalent work experience.
3. Possesses skills in operation of computer software and hardware.

**Essential Functions:**

1. Produces and/or facilitates the production and duplication of job requests submitted by clients.
2. Assists in facilitating the acquisition and distribution of third-party products distributed by the Media/Technology Center.
3. Utilizes appropriate equipment to efficiently complete assigned responsibilities for specified technology support area(s).
4. Promotes and provides appropriate services available from the technology support area(s).
5. Maintains computerized recordkeeping, tracking and billing system.
6. Performs minor repair and preventative maintenance on equipment used to complete assigned responsibilities.
7. Responds to questions from staff and public (in person, by telephone, and electronically).
8. Processes mailings to clients.
9. Orders materials and supplies and maintains inventory.
10. Delivers materials and equipment for on-site programs.

**Additional Responsibilities:**

1. Participates in projects, committees or activities to support the mission of the program, unit and Agency.
2. Participates in staff development and professional growth activities.
3. Performs such other duties as may be assigned.

**Knowledge, Skills and Abilities:**

1. Ability to communicate effectively and maintain effective working relationships.
2. Ability to function effectively as a team member.
3. Ability to process, categorize and file information and forms in accordance with Agency procedures.
4. Ability to read and interpret documents, write reports and correspondence, and apply appropriate mathematical concepts.

**Physical Requirements:**

1. Normal, routine levels of bending, climbing, reaching, sitting, standing, and walking.
2. Ability to lift and carry a minimum of 30 pounds.
3. Sufficient manual dexterity to be able to operate all equipment needed to complete responsibilities.