

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2000**

MULTI-MEDIA AUTHOR

FLSA STATUS: NON-EXEMPT – PAY GRADE: 15 – C

**JOB FAMILY: MULTIMEDIA & CREATIVE/GRAPHIC DESIGN
JOB FUNCTION: COMMUNICATIONS**

GENERAL STATEMENT OF JOB

The Multi-Media Author provides technical support in the selection, installation, maintenance and use of end user computing hardware, software and applications pertaining specifically to web and multi-media applications and systems. Employees in this class author multi-media content in support of various initiatives, and assist in the selection and evaluation of end user hardware configurations and software products in an integrated systems environment. This position provides operations support for computing and hardware, software and applications on IBM, PC and MacIntosh systems as well as providing development support as required to foster student success and enhance employee productivity.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Develops multi-media systems and contents.

Assists in the testing of new or changed end user products and applications in an integrated systems environment; educates and assists users in following security guidelines and business practices; coordinates the maintenance of microcomputer hardware and software and related applications.

Maintains computer hardware and software; performs preventive maintenance.

Installs and troubleshoots for a wide variety of computer environments.

Trains, schedules and supervises technicians and interns, as assigned.

Schedules and provides training in the use of end user software production; trains users in the technology environment; informs users how to upgrade and advises on compatibility.

Evaluates and recommends software and new products; ensures that files are backed up.

Upgrades hardware and/or software, as needed.

May provide and enforce web and/or multi-media rules for instructors, students and lab assistants.

May perform administrative duties such as attending meetings and professional seminars, maintaining calendars, filing invoices, reports, ordering supplies and researching technical articles, as required.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Vice President of Technology or designee.

SUPERVISION EXERCISED

May supervise support staff, as assigned.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency supplemented by one (1) year of work experience in information technology or in the use and operation of microcomputer equipment.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc.. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

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Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 6/00