



# Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

DATE:	7/24/2017	POSITION #:	PS9946
NAME OF INCUMBENT(S):	Lauren Thomann		
JOB TITLE:	PT Technical Classroom Services		
DIVISION:	ITS		
DEPARTMENT :	Technology Support Services		
PAY TABLE/LEVEL/GRADE:	<i>Enter pay level.</i>	REPORTS TO:	FS9703

**STATUS:** *Please click the appropriate boxes that apply.*

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing                 | <input type="checkbox"/> Temporary/Limited Duration     | <input type="checkbox"/> Full-Time (40 hrs/wk)                      |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>PT Support</u> | <input checked="" type="checkbox"/> Individual Position | <input checked="" type="checkbox"/> Part-Time: <u>28</u> Hours/Week |
| <input type="checkbox"/> Non-Bargaining                                | <input type="checkbox"/> Pooled Position:               |   |
| <input type="checkbox"/> Provisional/Grant Funded                      | _____ No. of Employee if this position is pooled.       |   |

**JOB SUMMARY:** *(This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)*

This position provides supervision and support for Classroom Services operations. Assist and manage the daily operations of the area, organize and ingest media materials, schedule, supervise, and train student employees, consult with and train end user faculty and staff, maintain documentation and support materials and provide special event technical support.

**DIRECT REPORTS:** *(If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).*

<b>Direct Report(s):</b>	<i>Click here to enter position numbers. Use comma to separate</i>
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**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.*

%	No	Essential Duties and Responsibilities
<u>25</u>	1	Provide support for the scheduling, distribution, inventory and maintenance of all Classroom Services equipment and systems

<u>20</u>	2	Provide consultation and training to LCC faculty and staff in relation to the utilization of facilities, equipment and systems provided by Classroom Services.
<u>20</u>	3	Provide AV support for live events and functions held throughout LCC facilities.
<u>15</u>	4	Trains and supervises student employees assigned to Classroom Services operations
<u>10</u>	5	Maintains media libraries and develops consistent cataloging procedure which ensures the college's compliance with copyright laws
<u>10</u>	6	Maintain documentation for all equipment, systems and processes in relation to Classroom Services.
	7	<i>Click here to enter text.</i>
	8	<i>Click here to enter text.</i>
	9	<i>Click here to enter text.</i>
	10	<i>Click here to enter text.</i>
	11	<i>Click here to enter text.</i>
	12	<i>Click here to enter text.</i>
	13	<i>Click here to enter text.</i>
	14	<i>Click here to enter text.</i>
	15	<i>Click here to enter text.</i>

**CORE COMPETENCIES.** *Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.*

#### COMMUNICATION

- Organizes and expresses ideas clearly
- Communicates effectively
- Listens actively
- Is timely with information

#### COLLABORATION

- Solicits the input of the appropriate people to improve the quality and timing of decisions
- Understands and supports the need for change
- Open to new ideas, perspectives, structures, strategies or positions

#### TEAMWORK

- Models and encourages others to work as a team
- Gives and seeks performance feedback
- Fulfills commitments to others
- Pays attention to the quality and quantity of performance

#### PROJECT MANAGEMENT

- Effectively prioritizes work
- Focuses energy on critical tasks
- Multi-tasks effectively

#### LEADERSHIP

- Ensures that College policies, procedures and practices are followed
- Maintains confidentiality
- Ability to inspire confidence and trust in college system users
- Coach, mentor, motivate and develop employees

#### PROBLEM RESOLUTION

- Focuses on objectives and results when considering alternative solutions
- Uses logical, systematic approaches to solve problems
- Actively identifies and resolves the root cause of technical challenges (lessons learned)

## CUSTOMER SERVICE

- Elicits feedback from customers to monitor their satisfaction
- Strives to meet or exceed customer expectations
- Responsive to customer requirements
- Empathize with customer experiences
- Proactively identifies customer needs
- Responds to customer requests in a timely manner
- Takes responsibility to resolve customer complaints
- Treats customers courteously
- Is warm, pleasant and gracious

## STRATEGIC THINKING

- Identifies opportunities for innovation
- Supports and implements new methods and processes

## ORGANIZATION

- Arranges information effectively
- Multi-tasks towards project completion
- Uses resources efficiently and effectively

## TECHNICAL/POSITION SPECIFIC EXPERTISE

- Demonstrates broad knowledge classroom media technologies and trends in these technologies
- Understands the teaching/learning process, how best to support it through the use of media technology, and trends in these areas
- Proficient at reading, analyzing, and interpreting common technical journals and industry publications
- Stays current in applicable technologies through professional development activities

**EDUCATIONAL/EXPERIENCE REQUIREMENTS:** *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

### **Required:**

High School Diploma or Equivalent

Relevant experience in an AV service environment, required.

### **Preferred:**

Associates Degree in computer, electronic or media related field, or equivalent experience preferred.

Supervisory experience preferred.

Previous work experience in an educational environment is desirable.

**PHYSICAL AND MENTAL REQUIREMENTS:** *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

**WORK ENVIRONMENT:** Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.**

<b>Incumbent's Name (if any).</b>		<b>Incumbent's Signature*</b>		<b>Date</b>
<b>Supervisor's Name</b>		<b>Supervisor's Signature*</b>		<b>Date</b>
<b>Dean/ELT's Name</b>		<b>Dean/ELT's Signature</b>		<b>Date</b>
<i>Note: Signature means approval, otherwise return for signatures.</i>				
<b>Human Resources Rep.</b>		<b>HR Rep Signature</b>		<b>Date</b>
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>				

# Lansing Community College

# ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

**Position #:** Enter Position #.

**Date:** Click to enter a date.

**Supervisor's Position #:** Enter position #.

## Materials Used:

### Standard Office Equipment:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop)            | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax   | <input type="checkbox"/> Copier, collator, reproduction  |

Others, please list: AV/Computer Equipment (Mics, Mixers, Editing Stations, Projectors, Computers, PA Systems, Control Systems, DVD Players, Digital Recorders, Amplifiers, etc.)

### Standard Trades Equipment:

- |                                    |                                     |                                   |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

### Mental Functions:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things)                   | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data)              |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations)              | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations)    |   |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) |   |

### Auditory Functions:

- |  |
|--|
| <input checked="" type="checkbox"/> Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)   |
| <input checked="" type="checkbox"/> Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people) |

### Visionary Functions:

- |   |
|---|
| <input checked="" type="checkbox"/> Near acuity (at 20 inches or less when minute accuracy is essential)              |
| <input checked="" type="checkbox"/> Far acuity (more than 20 inches when day and night/dark conditions are essential) |
| <input checked="" type="checkbox"/> Depth perception (3 dimensional vision, judge distances, space)                   |
| <input checked="" type="checkbox"/> Color vision (distinguish colors)   |
| <input checked="" type="checkbox"/> Field of vision (up-down and right-left)  |

### Smell and Tasting Functions:

- |  |
|--|
| <input type="checkbox"/> Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose) |
|--|

### Movement, Strength, Repetition Functions:

- |   |  |  |  |   |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> Climbing  | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing                  | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping  | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding |   |
| <input type="checkbox"/> Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time) |  |  |  |   |
| <input type="checkbox"/> Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)   |  |  |  |   |
| <input checked="" type="checkbox"/> Medium (exert 21-50 lbs of force, walk/stand frequently)                                    |  |  |  |   |
| <input type="checkbox"/> Heavy (exert 51-100 lbs of force, walk/stand routinely)  |  |  |  |   |
| <input type="checkbox"/> Very Heavy (exert over 100 lbs of force, walk/stand routinely)   |  |  |  |   |

### Environmental Conditions:

- |  |  |
|--|--|
| <input type="checkbox"/> Weather (rain, snow, wind)            | <input type="checkbox"/> Vibrations  |
| <input type="checkbox"/> Extreme cold (inside, outside)        | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens,                          |
| <input type="checkbox"/> Extreme heat (inside, outside)        | <input type="checkbox"/> Extreme noises  |
| <input checked="" type="checkbox"/> Confined/restricted spaces | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |

