

**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE:**       **Webcast Services Technician**

**DEFINITION:**

Under general direction, schedules, organizes, facilitates and assists in the planning, set up, and development of all aspects of customized activities related to Webstreaming events and events at the JRRTC for individuals and groups from school districts, the County Office of Education, the community and local businesses. Coordinates and maintains communication and activities with local school district personnel such as the Superintendent's Technology Advisory Committee (STAC).

**REPRESENTATIVE DUTIES**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Provides Webcast program assistance including:

Schedules, organizes, facilitates and assists in the planning and development of all Webcasting events at the JRRTC Center.

Assesses activity and event requests and develops activity proposals.

Determines and recommends appropriate technologies, subject areas and levels, and participant configurations.

Identifies and arranges for technical and instructional resources and staff support.

Monitors and provides support for the successful completion of JRRTC activities and events.

Prepares and submits RFPs for outside work.

Calculates and informs clients of estimated costs of activities and events and bills clients for Webcasting service.

Evaluates success of activities in addressing overall client-expressed needs by contacting clients and requesting and suggesting ideas for improvement.

Maintains familiarity with emerging technologies and identifies potential uses in meeting client needs.

Resolves potential conflicts between client needs and JRRTC capacities for multiple events and Webcasting services.

Works with staff to schedule and coordinate the use of JRRTC for software preview presenters and class instructors.

Assists visitors to the JRRTC by scheduling tours and equipment and software use.

Presents Webcast workshops and trainings.

Composes and prepares a variety of correspondence.

Assists in the preparation of promotional materials and special reports.  
Monitors the use of Webcasting equipment.  
Assists with recommending equipment modifications, replacements and appropriate purchases.  
Coordinates maintenance of equipment with technical staff.  
Develops meeting agendas and coordinates communication with local school district leadership on technology issues.  
Maintains client database and a variety of records.

Provides Webcast technical support including:

Transports, sets up and breaks down Webcasting cart (connects/disconnects wiring, cameras, CD, DVD, VCR, scan converter, microphones, docucam, computers, mixer board, blue wall background, cables).

Trains other staff members on utilization of webcasting equipment.

Tests equipment and configurations for optimum performance and adjusts as necessary.

Views presentation materials to be Webcast and edits for visual clarity.

Arranges furniture and props as necessary.

Operates Webcasting equipment during presentations.

Edits and prepares Webcasts for Web or CD delivery.

**NON-ESSENTIAL FUNCTIONS:**

Performs related duties as assigned.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

None

**EDUCATION AND EXPERIENCE:**

Education, training or experience which demonstrates possession of the knowledge and abilities detailed below. An example of typical qualifying experience would include: two years of experience scheduling, organizing and facilitating multiple activities and events requiring considerable contact with individuals and organizations. Experience must include working with computers, peripherals, video conferencing and multimedia equipment, the Internet and a wide variety of software, preferably within an educational environment. Previous experience working with student and teacher technology guidelines and requirements is desirable but not required.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Microcomputers, peripherals, multimedia, audio visual and video conferencing equipment, the Internet and a wide variety of software programs (e.g., word processing, database, desktop publishing, spreadsheet, executive presentation, Webcast, etc.).

General knowledge of: practical uses of technology-based resources in classroom instructional and staff development activities.

**ABILITY TO:**

- Schedule and organize multiple activities
- Facilitate the collaborative work of others
- Communicate orally and in writing
- Troubleshoot and resolve computer problems
- Set up and operate audiovisual and multimedia equipment
- Learn the principles and practices of staff development and training
- Learn and apply student and teacher technology guidelines and requirements
- Assess client needs and make appropriate training and technology-based recommendations
- Make decisions on procedural matters using good judgment within the scope of established policy
- Resolve sensitive issues and conflicts using tact and diplomacy
- Establish cooperative working relationships with those contacted in the course of work
- Work effectively independently and as part of a team with minimum supervision
- Organize and prioritize work
- Maintain confidentiality of information
- Demonstrate attendance sufficient to complete the duties of the position as required
- Complete routine tasks thoroughly, accurately and with attention to detail

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

Office and meeting room environment. Requires working some evenings and weekends. Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and set up Webcasting equipment; push Webcasting cart; lift objects weighing up to 30 pounds.

<b>Established</b>	<b>Approved by Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Job Code</b>	<b>Salary Grade</b>
06/2005	June 22, 2005	06/2015	Non- Exempt		66