MULTIMEDICA AND COMPUTER SUPPORT SPECIALIST

POSITION SUMMARY

This position aims to elevate the City's digital presence while providing essential technical support to our staff. Key responsibilities include crafting compelling multimedia content for our community access channel, troubleshooting computer issues, and recording/preserving the digital recordings of key city meetings. Maintain the online digital presence of the city through our website and YouTube channel. The role requires a unique blend of creative multimedia skills and technical proficiency as well as a commitment to maintaining the highest standards of data integrity, confidentiality, and system reliability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Desktop Administration:

- **Computer Assembly:**
  - Assemble computer systems by integrating hardware components to meet specified configurations and requirements.
  - Ensure proper installation of components such as processors, memory modules, storage devices, and peripherals.
  - Comprehension of Software / System Requirements
  - Understand the Limitations of System Hardware
- **Repairs/Replacements:**
  - Diagnose and repair hardware issues in computers and associated peripherals.
  - Facilitate the replacement of faulty components to restore system functionality.
- **Setup/Moves:**
  - Configure and set up new computer systems according to organizational needs and standards.
  - Assist in the relocation of computer equipment during office moves, ensuring minimal disruption to operations.
  - Work with Systems/Network Administrators or Director to change VLANs based on system needs when moving locations or after system upgrades.
- **Software Support:**
  - Provide support for various software applications, including installation, configuration, and troubleshooting.
  - Assist end-users with software-related issues and ensure compatibility with hardware systems.
- **Hardware Support:**
  - Offer technical support for hardware-related concerns, including peripherals and accessories.
  - Collaborate with vendors for warranty support and hardware replacement when necessary.
  - Capability to find, add, remove, and update drivers.
- **Troubleshooting:**

- Analyze and resolve technical issues related to both hardware and software components.
- Utilize systematic troubleshooting methodologies to identify and address problems effectively.
- Capability to clearly document troubleshooting steps to create a concise record that may be utilized by others, particularly in cases where escalation is necessary.

Multimedia Specialist:

- **Audio/Video Configurations:**
  - Support the Director in configuring audio and video settings for meetings, including layout and vocal profiles.
  - Employ Audio Profiles to effectively manage and record each meeting, ensuring optimal audio quality across various platforms such as Live TV, YouTube/Website, and recordings.
  - Manage cameras to uphold sharp and clear visuals, contributing to the creation of professional-looking recordings slated for broadcast on Channel 19.
  - Collaborate with the Director to address any necessary reconfigurations based on evolving requirements for various meetings.
  - Clear understanding of audio limiters, thresholds, and issues related to audio distortion and/or clipping.
- **Channel 19:**
  - Ensure that Channel 19 consistently features current content in accordance with the predefined schedule set by the IT Department.
  - Facilitate Community Event Requests in order to provide citizens a means to promote free/non-profit events that are accessible to the public.
  - Conduct routine audits of Channel 19 content, eliminating outdated events when necessary, and updating content as required.
- **Digital Archives:**
  - Routinely update the digital library by incorporating various meetings and digital content, ensuring a continuous influx of relevant and current information.
  - Store privileged meetings separately, safeguarding sensitive information and reinforce the organization's commitment to maintaining robust privacy protocols.
- **Multimedia Editor:**
  - Employ a range of multimedia software tools to produce digital media suitable for both our YouTube Channel and Channel 19 broadcasts.
  - Enhancing audio quality, seamlessly splicing video clips, incorporating overlays, and exporting content in multiple formats.
- **Public Meetings:**
  - Work with staff to ensure required meetings are recorded and broadcast as needed.
  - Thoroughly test all equipment before meetings to confirm optimal functionality. This includes, but is not limited to, presentations, microphones, speakers, cameras, Microsoft Teams/Remote Call-In System, livestream capabilities, and recording devices.

Website Content Administrator:

- **Maintain Website:**

  - Upload and format text, images, and multimedia content.
  - Collaborate with departments to obtain and integrate relevant information to improve city transparency to the public.
  - Manage and Maintain digital asset library
  - Schedule and Publish Posts on Website to ensure timely delivery based on departmental needs.
- **YouTube Channel:**
  - Edit and Enhance Video Content to maintain a professional and polished appearance.
  - Optimize Video Titles/Descriptions to ensure content is easy to find when searched by our constituents.
  - Regularly schedule and test out streaming capabilities to ensure public meetings are available online both during the live stream and for viewing after the fact.

Knowledge, Skills, and Abilities:

- Proficient in both current and past Windows Operating Systems, including Windows 10 and newer
- In-depth understanding of network protocols, TCP/IP, DNS, and subnetting
- Understanding of Active Directory and LDAP
- Well-versed in a variety of software packages, including, but not limited to, Microsoft Office Versions 2019 and newer, Adobe Acrobat Pro, OBS, Atem, Adobe Premier or equivalent software.
- Possesses advanced hardware and software troubleshooting and problem-solving skills.
- Well-informed about modern computer software, hardware, and networking equipment.
- Skillful in system and network monitoring tools
- Knowledgeable about Website Content Standards and ADA Compliancy Standards
- Proficient in English usage, spelling, vocabulary, grammar, and punctuation.
- Skilled in documenting new processes and troubleshooting procedures.
- Executes work with precision, speed, and the ability to work under general supervision.
- Capable of understanding and following both oral and written instructions.
- Exhibits good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establishes, maintains, and fosters positive and harmonious working relationships with individuals encountered during the course of work.
- Excellent interpersonal skills.
- Adaptable and flexible in the face of frequent changes, delays, unexpected events, and a dynamic work environment.
- Ability to prioritize and handle multiple tasks simultaneously
- Adaptability to emerging technologies and industry trends
- Ability to work independently and as part of a team.
- Readiness to address unfamiliar issues and willingness to test out new techniques
- Skilled Communicator with a focus on Collaborating with leaders throughout the city to drive departmental growth and efficiency through the utilization of technology.

- Excellent Self-Awareness as errors in judgment have the potential to notably impact the operations of one or more lines of business or operations.
- Ability to Handle sensitive and/or complex information as permitted by the supervisor.

QUALIFICATIONS

Education and Experience:

- Associate's degree in Computer Science, Information Technology, Multimedia Technology, Digital Media, Network Administration, or a closely related field is preferred. Bachelor's degree in a related field is desirable.
- Minimum of two (2) years of experience providing desktop technical support, computer hardware/software troubleshooting, multimedia production, website content management, or a closely related field.
- An equivalent combination of education, technical training, certifications, and relevant experience that demonstrates the required knowledge, skills, and abilities may be considered.
- Experience supporting Microsoft Windows operating systems, Microsoft Office applications, and end-user hardware is preferred.
- Experience with audio/video production, livestreaming, video editing, website content management systems, and YouTube or similar digital media platforms is highly desirable.

Special Requirements (position requirements at entry):

- Valid ND driver's license.
- Ability to occasionally work evenings to support City Commission meetings, board meetings, or other public events.
- Ability to lift and move computer equipment and audiovisual equipment weighing up to 75 pounds.

WORKING CONDITIONS

- Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, fingering, talking, hearing, seeing and repetitive motions.
- Incumbents may be subjected to electrical currents, fumes, odors, dusts, gases and extreme temperatures and travel.
- Working conditions involve some exposure to moderate risk of accident and require following basic safety precautions. Physical demands include moderate physical activity that includes prolonged standing and/or walking, handling moderate weight objects and/or using or carrying equipment. Exerting up to 75 pounds of force occasionally, and/or up to 40 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Work requires routine in-town travel.

Classification: Grade 14 (G-14)
FLSA: Non-Exempt
Created: 10/9/15

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CSC Approved: 10/20/2015, 10/11/2017
Commission Approved: 11/2/2015; 12/3/2024 Reclassify from Grade 12 to 14 approved.
Updated: 10/11/17, 6/23/22, Commission approved reclassify from Computer Technician, Grade 12 with the 2025 budget, updates by IT Director Meyer and HR Director Nameniuk 10/25/2024. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.; 7/20/2026, qualifications updated per HR/IT.