Job Title: Sr. Audio Visual Technician  
Position Number:  

The University of Miami is considered among the top tier institutions of higher education in the U.S. for its academic excellence, superior medical care, and cutting-edge research. At the U, we are committed to attracting a talented workforce to support our common purpose of transforming lives through teaching, research, and service. Through our values of Diversity, Integrity, Responsibility, Excellence, Compassion, Creativity and Teamwork (DIRECCT) we strive to create an environment where everyone contributes in making UM a great place to work. We are one of the largest private employers in Miami-Dade County; home to more than 13,400 faculty and staff from all over the world.  

Reporting to the e-Learning and Emerging Technologies Librarian and Creative Studio Manager, this position is responsible for ongoing technical support to faculty, staff and students using the Adobe Creative Cloud and other multimedia software, hardware, the lab audiovisual equipment, and large format & 3D printing. The position supervises student employees and trains them to provide service and assistance to patrons working with multimedia software, hardware, and other digital tools and technologies. The main area of focus for this position is videography, including use of editing software like Adobe Premiere and iMovie as well as video cameras and lighting equipment. Additional areas include graphic design, photography, 2D and 3D printing, digitization, virtual reality and gaming. These services support learning and creativity in the Creative Studio located at the heart of the University of Miami Libraries' Learning Commons. This is a full-time position that typically works Sunday-Thursday, but some flexibility in hours is required.  

The Creative Studio (formerly the Digital Media Lab) is part of University of Miami Libraries’ Learning and Research Services. Creative Studio is staffed by two full-time employees and four student workers. They provide expert support and consultation in the use of audiovisual and graphic design technology, as well as web development and image creation techniques. The lab contains 17 workstations with multimedia software. Additionally, Creative Studio staff assist patrons utilizing audiovisual software on laptops or computers adjacent to the Creative Studio. The lab also provides large format printing, 3D printing, digitization, and equipment rental services.  

To learn more, see: library.miami.edu/medialab  

ESSENTIAL DUTIES & RESPONSIBILITIES  

Responsible for providing software and hardware support in the Creative Studio (60%)  
- Software support to patrons (Faculty, Staff, and Students) using Adobe Creative Cloud (CC) software programs, as well as other audiovisual programs.
- Trains University faculty, staff, and students using Adobe Creative Cloud (and other audiovisual programs) through phone, email, one-on-one training, or workshop instruction.
- Consults with faculty and teaching assistants on appropriate use of Adobe Creative Cloud usage for instruction.
- Collaborates with Academic Technologies on Adobe Creative Cloud usage and instruction.
- Supports University faculty, staff, and students using audiovisual equipment (such as DSLRs, GoPros, video cameras, audio recorders, etc) through phone, email, one-on-one training.
- Process and print orders for patrons on the large-format and 3D printers, and run first level maintenance and troubleshooting on lab printers.
- Process patron reservation and circulation of audiovisual equipment for check-in/out and run first level maintenance and troubleshooting on audiovisual equipment.
- Consults with faculty, staff, and students on appropriate use of multimedia software, and audiovisual software and hardware for academic projects.
- Software and hardware support to patrons using the Faculty Exploratory
- Process digitization requests for patrons and provide high-quality digital files to patrons.
- Record accurate statistics of Creative Studio usage and printing requests.
- Handle printing fees, late charges and billing for the Creative Studio.
- Update Creative Studio website.
- Supervise, provide orientation, training, and evaluation for Creative Studio student workers.
- Keep up to date on changes and upgrades in the software and equipment.

Provide secondary support for Library Services (30%)
- Provide back-up audiovisual support for library events with videography or audiovisual assistance.
- Print and mount pieces and posters for library exhibits.
- Assist library departments with multimedia projects.
- Provide back-up support and consultation for Creative Studio units established in branch libraries.
- Manipulate images/video and correct color as required using provided software and upload digital images to servers.

Other (10%)
- Assists with training sessions and Creative Studio tours for University faculty, staff, and students on digital media related projects.
- Explore emerging technologies where appropriate.
- Other duties as assigned.

Communications, Relationships, and Service (Applicable towards all duties)
- Maintain helpful and supportive customer service behavior with all library customers.
- Provide excellent referrals to other services in the Learning Commons.
• Establish effective interdepartmental relationships within and beyond the UM Libraries to increase unit effectiveness and disseminate information.

• Communicate frequently and effectively with Digital Production Lab staff and other departmental staff or administration in a timely manner regarding procedures, policies, and other necessary information.

WORKING RELATIONSHIPS

• SUPERVISION RECEIVED
  ○ The Digital Media Lab Technician reports to the e-Learning and Emerging Technologies Librarian and Creative Studio Manager. If that person is unavailable, they will report to the Associate Dean of Learning & Research Services.

• LEVEL OF CONTACTS
  ○ Within the library, this individual works with all levels of library faculty and staff. In addition, this individual will work with students, faculty, and staff from University units such as Information Technology and Academic Technology and has occasional contact with outside vendors.

MINIMUM QUALIFICATIONS

• Technical school, certification or some college (or working on degree)
• Three years of experience with (can be cumulative): video recording and/or video editing
• Computer skills and proficiency in Adobe Creative Cloud applications (particularly in videography or graphic design), Windows, Mac OS & iOS operating systems, Microsoft Office products
• Experience training others in multimedia and audiovisual software and equipment
• Ability to work in a changing, progressive environment
• Excellent customer service skills

PREFERRED QUALIFICATIONS

• Bachelor’s degree
• Graphic design, photography, and/or sound and audio mixing experience
• Multimedia and audiovisual software and hardware troubleshooting skills
• Experience using the following:
  ○ Professional large and small format printing
  ○ iMovie
  ○ Word Press content management system
  ○ 3D modeling & printing