POSITION ANNOUNCEMENT

Information Technology Services
Brownwood, Texas

Howard Payne University does not discriminate on the basis of race, color, national origin, gender (except where gender is a bona fide occupational qualification), age, veteran status, disability or genetic information. Only applicants meeting the Minimum Qualifications will be considered as candidates. Your signature on the Employment Application indicates your understanding of these statements.

POSITION: Multimedia Support Specialist

POSTING DATE: July 23, 2013

CLASSIFICATION: Full-Time, Non-Exempt Staff. Full benefits apply.

EMPLOYMENT BEGINS: Immediately

SUMMARY of DUTIES: The Multimedia Support Specialist is responsible for the creation and distribution of faculty, staff, and student training materials, for the support of faculty in online and classroom instruction, and support of student use of the LMS by performing the following Essential Duties and Responsibilities. The official Job Description is available at www.hputx.edu/jobs. The Assistant Vice President for Information Technology Services (AVPIT) may assign other duties.

1. Conceptualizes, designs, plans and produces interactive training materials for faculty, staff and students; determines format, approach, content, level, and medium that most effectively meets needs and remains within budget.

2. Assists faculty with content design and selection of the proper tools for their purposes within the Learning Management System (LMS) for both online and face-to-face courses.

3. Provides LMS support (in person, by phone, and web-based remote support) to faculty and students.

4. Develops promotional materials for training opportunities to drive interest, to include presentations, brochures, email campaigns, and other product-specific marketing tools.

5. Tests new multimedia technologies and evaluates educational applications for online and classroom based learning.

6. Provides training and assistance to faculty utilizing current classroom technology.

7. Instructs, assigns work, and functionally supervises staff and/or student employees engaged in similar work activities as assigned by the AVPIT.

8. Maintains a list of ongoing training and support needs; determines solutions to those issues and an acceptable schedule for resolution.

9. Assists with the installation, maintenance, repair, and upgrade of multimedia equipment used in campus classrooms.

10. Provides assistance as needed to the AVPIT and other IT Department staff.

MINIMUM QUALIFICATIONS: Bachelor’s degree from an accredited university in a directly related field of study; and one to two years of directly related work experience and/or training; or equivalent combination of education and experience is required. Applicants must have a good working knowledge of the Microsoft Office software suite, web design and development, Blackboard Learn, web-based meeting technologies, audio-visual equipment and associated software applications, and emerging multimedia technologies; and commonly used Internet browsers.
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Must maintain a current Texas driver's license and be at least 21 years old to drive any vehicle, including personal vehicles, on behalf of the University while performing job duties.

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds installing computer systems hardware. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

The University is a “Drug Free Workplace.” Background investigations will be conducted. Drug and alcohol testing may be required.

EXPECTATION: The University is a church-related institution affiliated with the Baptist General Convention of Texas, seeks to employ evangelical Christians who are dedicated to teaching and service as they model the principles of the Christian faith. The University is committed to the integration of learning and Christian faith in the pursuit of truth. Employees are expected to embrace the Christian mission and purpose of Howard Payne University and lead lives of service through active involvement in Christian activities both on campus and through a local church. Your signature on the HPU Employment Application indicates your understanding and affirmation of these statements.

APPLICATION REQUIREMENTS: To be considered, applicants must submit an Employment Application (available at: www.hputx.edu/jobs), including the names and contact information for three professional references to:

Mrs. Katrina Lynn
Administrative Assistant, Business and Human Resources
Howard Payne University
1000 Fisk Avenue, Suite 210
Brownwood, TX 76801
Phone: (325) 649-8012
E-mail: hr@hputx.edu

DEADLINE for ACCEPTING APPLICATIONS: Until filled
Job Description

Job Title: Multimedia Support Specialist
Department: Information Technology Services
Reports To: Jodi Goode, Assistant Vice President for Information Technology
FLSA Status: Non-Exempt, Full-Time Staff
Prepared By: Jodi Goode
Updated Date: July 22, 2013
Approved By: Bill Fishback, Assistant Vice President for Business and Human Resources
Updated Date: July 23, 2013

Expectation - Howard Payne University seeks to employ Christians, who are dedicated to teaching and service as they model the principles of the Christian faith. The University is committed to the integration of learning and Christian faith in the pursuit of truth.

Howard Payne University expects its employees to be professing Christians and be willing to support the Christian mission and purpose of the University. As a result, the University expects employees to lead lives of service through active involvement in Christian religious life both on campus and through a local church. Your signature on this Job Description indicates your acceptance and affirmation of these statements.

Summary - The Multimedia Support Specialist is responsible for the creation and distribution of faculty, staff, and student training materials, for the support of faculty in online and classroom instruction, and support of student use of the LMS by performing the following duties.

Essential Duties and Responsibilities include the following. The Assistant Vice President for Information Technology Services (AVPIT) may assign other duties.

1. Conceptualizes, designs, plans and produces interactive training materials for faculty, staff and students; determines format, approach, content, level, and medium that most effectively meets needs and remains within budget.

2. Assists faculty with content design and selection of the proper tools for their purposes within the Learning Management System (LMS) for both online and face-to-face courses.

3. Provides LMS support (in person, by phone, and web-based remote support) to faculty and students.

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8. Maintains a list of ongoing training and support needs; determines solutions to those issues and an acceptable schedule for resolution.

9. Assists with the installation, maintenance, repair, and upgrade of multimedia equipment used in campus classrooms.

10. Provides assistance as needed to the AVPIT and other IT Department staff.

**Supervisory Responsibilities** - This job supervises part-time student workers.

**Competencies** - To perform the job successfully, an individual should demonstrate the following competencies:

1. **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

2. **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

3. **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

4. **Customer Service** – Effectively manages difficult or emotional situations; Solicits feedback to improve service; Responds promptly and effectively to requests for service and assistance; Meets commitments.

5. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

6. **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

7. **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

8. **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

9. **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
10. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves University resources.

11. Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds and supports the University’s mission statement and values.

12. University Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Benefits the University’s through outside activities; Supports affirmative action and respects diversity.

13. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

14. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

15. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

16. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

17. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Qualifications** - To perform this job successfully, an individual must be able to perform each of the Essential Duties and Responsibilities listed above satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Education and/or Experience** - Bachelor's degree from an accredited four-year college or university in a directly related field of study; and one to two years of directly related work experience and/or training; or equivalent combination of education and experience.

2. **Language Skills** - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of employees, students and the public.

3. **Math Skills** - Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra and geometry.

4. **Reasoning Ability** - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

5. **Computer Skills** - To perform this job successfully, an individual should have knowledge of the Microsoft Office software suite, web design and development, Blackboard Learn, web-
based meeting technologies, audio-visual equipment and associated software applications, and emerging multimedia technologies.

6. **License** - Must maintain a current Texas driver's license and be at least 21 years old to drive any vehicle, including personal vehicles, on behalf of the University while performing job duties.

7. **Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

   While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds installing computer systems hardware. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

8. **Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

   While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles; toxic or caustic chemicals used to clean and/or renovate buildings and maintain the grounds of the University. The employee is occasionally exposed to outside weather conditions; extreme cold; extreme heat and risk of electrical shock. The noise level in the work environment from computer room equipment is usually moderate.

By my signature below, I confirm I have read, understand and can meet all of the expectations and physical requirements in this Job Description.

_________________________________________  _____________________
Signature                                      Date