



## Communications Job Family: **Multi-Media Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

### GENERIC JOB PROFILE SUMMARIES

Multi-Media Assistant III INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant IV INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant V INDIVIDUAL CONTRIBUTOR	Multi-Media Associate INDIVIDUAL CONTRIBUTOR
Work with team to assist with meeting project(s) expected costs, timeline and deliverables.	May collaborate with client to determine scope of project(s) as well as define expected costs, timeline and deliverables.	Collaborate with client to determine scope of project(s) as well as define expected costs, timeline and deliverables.	Collaborate with client to determine scope of project(s) as well as define expected costs, timeline and deliverables.
Collaborate with team to identify client needs/requirements.	Collaborate with team to identify client needs/requirements; recommend, develop and implement appropriate recommendations/solutions.	Identify client needs/requirements; recommend, develop and implement appropriate recommendations/solutions.	Identify and ensure client needs/requirements are met; recommend, develop and implement appropriate recommendations/solutions; develop project budgets.
	Collaborate with other specialists, writers, animators, artists, sound engineers and programmers to develop and implement project ideas and deliverables.	Collaborate with other specialists, writers, animators, artists, sound engineers and programmers to develop and implement project ideas and deliverables.	Assemble a development team; collaborate with other specialists, writers, animators, artists, sound engineers and programmers to develop and implement project ideas and deliverables; ensure team is kept up to date on progress.
		Prepare final designs as specified.	Prepare and present final designs to clients; gain final sign off.
	Assist with determining layouts, formats, approaches, content, levels and mediums necessary to meet production objectives.	Determine layouts, formats, approaches, content, levels and mediums necessary to meet production objectives.	Develop and oversee the layouts, formats, approaches, content, levels and mediums necessary to meet production objectives.

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Prepare appropriate paperwork to support cost-accountability associated with the project; may input line charges associated with video calls, into billing system.	Prepare appropriate paperwork to support cost-accountability associated with the project; responsible for imputing line charges associated with video calls, into billing system.	Assist with developing procedures for the scheduling, managing and billing of all productions; manager third party vendor relations.	Develop procedures for the scheduling, managing and billing of all productions; manager third party vendor relations.
Track and report on expenditures, supply and equipment needs.	Prepare, track and report on expenditures, supply and equipment needs.	Prepare, track and create reports of expenditures, supply and equipment needs; assist with the preparation of annual budget requests.	Oversee the tracking of expenditures, supply and equipment needs; prepare annual budget.
	May assist with gathering licenses and permissions for media usage.	Create and oversee media licenses and permissions in collaboration with University Counsel.	Ensure clearance and copyright.
		May oversee the work of others.	Supervise and manage the work and workflow of others.
	Compress, digitize, process, catalog, store, distribute and duplicate audio visual materials, data and programs.	Compress, digitize and may oversee the processing, cataloging, storage, distribution and duplication of audio visual materials and programs.	Oversee the processing, cataloging, storage, distribution and duplication of audio visual materials and programs.
Catalog and maintain video and audio projects and multi-media presentations.	Assist with improving and maintenance of video and audio projects and multi-media presentations.	Assist with developing, improving and maintenance of video and audio projects and multi-media presentations.	Develop, improve and maintain video and audio projects and multi-media presentations.
	Investigate hardware and software operations related to editing and recording systems.	Investigate and recommend hardware and software operations related to editing and recording systems.	
Monitor video and sound recordings on an electronic storage medium and provide the data for further processing; may edit field tape recordings using professional studio equipment.	Record video and sounds on an electronic storage medium and provide the data for further processing; edit field tape recordings using professional studio equipment.	Record video and sounds on an electronic storage medium and provide and analyze the data for further processing; edit field tape recordings using professional studio equipment.	Record specialized and rare video and sounds on an electronic storage medium and provide and analyze data and recommend solutions.
Set up, operate, and troubleshoot broadcast television cameras and recording equipment.	Evaluate content, edit, produce, and/or direct informational television programs for media services; set up broadcast television cameras and recording equipment.	Evaluate content, edit, produce, and/or direct informational television programs for media services.	
	Identify “whole sounds” on audio tape and record data in using specialized programs	Identify complex “whole sounds” on audio tape and record data in using specialized programs	

Multi-Media Assistant III INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant IV INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant V INDIVIDUAL CONTRIBUTOR	Multi-Media Associate INDIVIDUAL CONTRIBUTOR
	Assist in the design of education and training materials and/or advertising and marketing materials using communication technology (e.g. CD's, DVD's, websites).	Assist in the development and design of education and training materials and/or advertising and marketing materials using communication technology (e.g. CD's, DVD's, websites).	Develop and design education and training materials and/or advertising and marketing materials using communication technology (e.g. CD's, DVD's, websites).
	Transfer audio/video to be edited and manipulated digitally.	Transfer complex audio/video to be edited and manipulated digitally.	
	Confer with managers concerning editing approaches needed to increase authenticity of products.	Confer with managers concerning editing approaches needed to increase authenticity of products.	
		Edit, distribute and manage digital media content; prepare, archive and advertise materials; photograph, edit and catalog events.	Final approval on posting and archiving products.
Troubleshoot basic equipment operation problems and provide technical adjustments and operator error corrective instruction; clean, maintain and perform minor repairs on mechanical components of audio visual equipment and multimedia productions.	Troubleshoot moderately complex equipment operation problems and provide technical adjustments and operator error corrective instruction; clean, maintain and perform minor repairs on mechanical components of audio visual equipment and multimedia productions.	Troubleshoot complex equipment operation problems and provide technical adjustments and operator error corrective instruction; clean, maintain and perform minor repairs on mechanical components of audio visual equipment and multimedia productions.	
Assist with scheduling, delivering, set up, installing, connecting, operating, maintaining and repairing equipment used to enhance live events, such as microphones, amplifiers, video recorders, projectors, lighting, and <a href="#">sound</a> mixing.	Schedule, deliver, set up, install, connect, operate, maintain and repair equipment used to enhance live events, such as microphones, amplifiers, video recorders, projectors, lighting, and <a href="#">sound</a> mixing equipment.	Schedule, deliver, set up, install, connect, operate, maintain and repair complex equipment used to enhance live events, such as microphones, amplifiers, video recorders, projectors, lighting, and <a href="#">sound</a> mixing equipment.	Assess, specify, recommend and procure required audio, video, control, and computer equipment. Oversee proper installation of equipment and ensure equipment is in working order.
Assist with recording meetings and presentations with video cameras, operate spotlights, adjust amplifiers, and coordinate graphics used in displays.	Record meetings and presentations with video cameras, operate spotlights, adjust amplifiers, and coordinate graphics used in displays.	May record meetings and presentations with video cameras, operate spotlights, adjust amplifiers, and coordinate graphics used in displays.	
Copy and store videotapes and DVDs, track inventory of equipment and order supplies; ensure quality of audio/visual materials such as tapes, films, etc.	May edit, copy and store videotapes and DVDs, track inventory of equipment and order supplies; ; ensure quality of audio/visual materials such as tapes, films, etc.	Edit, copy and store videotapes and DVDs, track inventory of equipment and order supplies; ensure quality of audio/visual materials such as tapes, films, etc.	

Multi-Media Assistant III INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant IV INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant V INDIVIDUAL CONTRIBUTOR	Multi-Media Associate INDIVIDUAL CONTRIBUTOR
Assist with technical support for teleconferences, webinars and distance-learning classes; may operate audio and video recording systems.	Provide technical support for teleconferences, webinars and distance-learning classes; operate audio and video recording systems, background music, oral commentary or sound effects to illustrate, clarify or enhance impact of presentation; troubleshoot issues as they arise for online course/conference moderators and attendees.	Provide complex technical support for teleconferences, webinars and distance-learning classes; operate complex audio and video recording systems, film, slide, video or audio tape background music, oral commentary or sound effects to illustrate, clarify or enhance impact of presentation; troubleshoot issues as they arise for online course/conference moderators and attendees.	
Schedule the use of facilities, equipment, materials and services; prepare room with proper equipment for specific events (e.g., classroom teaching, meetings, seminars, etc.); ensure the proper security of all audio/visual equipment	Schedule the use of facilities, equipment, materials and services; prepare room with proper equipment for specific events (e.g., classroom teaching, meetings, seminars, etc.); ensure the proper security of all audio/visual equipment	Oversee the scheduling and use of facilities, equipment, materials and services; may prepare room with proper equipment for specific events (e.g., classroom teaching, meetings, seminars, etc.); ensure the proper security of all audio/visual equipment	Conceptualize and design electronic teaching/learning spaces, interactive conferencing rooms, meeting rooms, to accommodate necessary computer and audio/video equipment while taking into consideration lines of sight, acoustics, lighting, and other environmental and ergonomic concerns.
	May act as primary client contact for distance learning and online events; attend meetings as needed.	Act as primary client contact for distance learning and online events; attend meetings as needed.	
	Prepare materials for research analysis and reports for new video and/or audio equipment for educational, research, or distance-remote education programs.	Research, and recommend new video and/or audio equipment for educational, research, or distance-remote education programs	Conceptualize, research, recommend and implement new video and/or audio equipment for educational, research, or distance-remote education programs
	Communicate with on/off site clients to plan and test video calls which may include sensitive/confidential material.	Provide on and off site technical instruction/support of audio and video conferencing for clients; consult with clients to ensure webcast technology is the best technology to use in a given situation.	
	Provide guidance and recommend solutions based on technology requirements and limitations, budget, registration requirements, and target audience (e.g. webinars, webcasts, asynchronous/synchronous courses, podcasts, online meetings, etc.)	Provide guidance, advice and recommend solutions based on technology requirements and limitations, budget, registration requirements, and target audience (e.g. webinars, webcasts, asynchronous/synchronous courses, podcasts, online meetings, etc.)	Develop, advise, recommend and implement solutions based on technology requirements and limitations, budget, registration requirements, and target audience (e.g. webinars, webcasts, asynchronous/synchronous courses, podcasts, online meetings, etc.)

Multi-Media Assistant III INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant IV INDIVIDUAL CONTRIBUTOR	Multi-Media Assistant V INDIVIDUAL CONTRIBUTOR	Multi-Media Associate INDIVIDUAL CONTRIBUTOR
		Apply technical expertise and experience to assist faculty and staff to produce technology-based learning projects and events from conception through design and production to completion.	Develop and produce technology-based learning projects and events from conception through design and production to completion.
		Apply tools and protocols to increase the efficiency of developing, conducting and measuring effectiveness of distance learning events and online courses via checklists, guidelines, request forms, needs assessment surveys, and reports, etc.	Develop tools and protocols to increase the efficiency of developing, conducting and measuring effectiveness of distance learning events and online courses via checklists, guidelines, request forms, needs assessment surveys, and reports, etc.; advise and consult with faculty and staff on electronic presentation and audio/video conferencing and streaming technologies.

**JOB FACTOR PROFILE TABLE**

<b>FACTOR PROFILE</b>	<b>10595 MULTI-MEDIA ASSISTANT III, BAND C</b>	<b>10596 MULTI-MEDIA ASSISTANT IV, BAND D</b>	<b>10597 MULTI-MEDIA ASSISTANT V. BAND E</b>	<b>11509 MULTI-MEDIA ASSOCIATE, BAND F</b>
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Associate's degree or equivalent; up to 1 year equivalent	Associate's degree or equivalent; up to 2 years or equivalent	Bachelor's degree or equivalent; more than 2, but less than 4 years or equivalent	Bachelor's degree or equivalent; 3 but less than 5 years of experience or equivalent
<b>IMPACT</b>	Extends beyond college/unit	Extends beyond college/unit	Extends beyond college/unit	Moderate impact
<b>CONTACTS - INSIDE</b>	Coordinate activities Contribute to group projects	Provide guidance or instruction	Provide guidance or instruction	Receive instructions; provide information to immediate associates and supervisor
<b>CONTACTS - OUTSIDE</b>	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Develop and make presentations and negotiate with others
<b>CONTACTS - STUDENTS</b>	Provide advice or guidance on complex issues, procedures or instruction on complex equipment	Provide advice or guidance on complex issues, procedures or instruction on complex equipment	Provide advice or guidance on complex issues, procedures or instruction on complex equipment	Limited contact.

<b>FACTOR PROFILE</b>	<b>10595 MULTI-MEDIA ASSISTANT III, BAND C</b>	<b>10596 MULTI-MEDIA ASSISTANT IV, BAND D</b>	<b>10597 MULTI-MEDIA ASSISTANT V. BAND E</b>	<b>11509 MULTI-MEDIA ASSOCIATE, BAND F</b>
<b>SUPERVISION</b>	None given	Students, Temporaries On-the-job training	Students, Temporaries On-the-job training	Providing day-today supervisory direction to employees within the department
<b>COMPLEXITY</b>	Focus on an entire field	Focus on an entire field	Focus on an entire field	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills
<b>LEVEL OF DECISION MAKING</b>	Responsible for making routine decisions within limits prescribed by established policies or by supervisor	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students
<b>FREEDOM OF ACTION</b>	General supervision Proceeds alone on regular tasks Refers questionable situations to the supervisor	Very general supervision; resolves most questions Accomplish most tasks alone Keep supervisor informed of progress	Little guidance to accomplish work activities Rarely refers situations to the supervisor	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices
<b>SUPPORT SKILLS – WRITING</b>	Limited responsibility, OR is position's area of work	Provides standard responses to inquiries	Provides a non-standard response or prepares written material that requires some research	
<b>SUPPORT SKILLS – COMPUTER</b>	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks	Use business or technical programs to complete task requiring sophisticated usage	

FACTOR PROFILE	10595 MULTI-MEDIA ASSISTANT III, BAND C	10596 MULTI-MEDIA ASSISTANT IV, BAND D	10597 MULTI-MEDIA ASSISTANT V. BAND E	11509 MULTI-MEDIA ASSOCIATE, BAND F
WORKING CONDITIONS - PHYSICAL	Lift more than 50 lbs.	Lift more than 50 lbs.	Lift more than 50 lbs.	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required
WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure	Limited exposure	