Opportunity: Distance and Online Education at the University of Iowa

POSITION OVERVIEW

Department: Distance and Online Education, University College

University Classification: Instructional Services

Specialist

UI Job Code: PCH

Pay Level: 4A

Working Title: Media Support Specialist

Percent Time: 100% (40hrs/wk.)

Position Type: Regular P&S, Ongoing

Administrative Supervisor: ☐ Yes ☒ No

Reports to: Instructional Services Director

Compensation: $45,000-$57,000 anticipated hiring annual salary range; Competitive benefits

Work Modality: On-site/on campus. Some remote eligibility, to be discussed in interview.

POSITION SUMMARY

The Media Support team member is involved in all aspects of media production and delivery from start to finish. Media includes but is not limited to pre-production assistance to faculty including hands-on training, graphic design assistance, and scheduling. In this role you will direct, shoot studio produced media, field produced media and podcasts, provide post-production editing and special effects, sound enhancement, color correction and formatting for digital delivery. You will provide technical support for DOE supported media services to faculty, staff and students as needed, and work directly with faculty.

University of Iowa Distance and Online Education, a unit within University College, partners with colleges and departments throughout the university to provide support for all online courses and instructors at Iowa. Instructors teaching online courses request targeted support or full course design and development services. The media production team serves as a key part of the larger Instructional Development team at Distance and Online. In this role, you will work alongside instructional designers and media production teams to support effective online instruction at Iowa.

WHAT YOU DO

Develop Instructional Materials

- Create educational media via studio production using a variety of styles. Tasks to include the following:
  - Studio Maintenance/Operation
  - Camera operation
  - Lighting for video
  - Directing & Training Faculty
  - Green screen production
  - Audio recording
  - Video editing
  - Color correction
  - Work with various production and editing software applications.
- Create media using PowerPoint or other presentation software.
- Help with file and data modifications for courses in Learning Management System, including conversion and correction of PowerPoint, Adobe Acrobat, etc. files.
- Provide research and recommendations for hardware integration into the online learning environment.
- Read and explore new technology, hardware and software, which may have application in the delivery of instruction through media production.
- Work on “live” studio productions with software applications (such as Open Broadcaster Software, OBS, and Unreal Engine).
- Perform audio post-production (such as audio sweetening and noise reduction).
- Perform post-production using software (such as DaVinci Resolve and Black Magic Fusion).
- Collaborate with the creative team to develop and execute multimedia projects using Unreal Engine.
**Instruct, Train, Consult, Support**

- Train and mentor student technical support staff as assigned.
- Advise Faculty on best practices in educational media creation.
- Demonstrate hardware and software used for creation of educational media to faculty (microphones, web conferencing, screen annotations, video/slide capture, etc.).
- Support Online Learning Environments:
  - Train instructors on using lecture capture software/hardware related to online courses.
  - Create and maintain documentation and training support materials for faculty and students.
  - Train faculty on features and operation of the online learning environment.
  - Assist in integration of classroom materials into the course ICON site as needed.
  - Troubleshoot problems encountered by the faculty and students in the online learning environment.
- Facilitate/assist faculty with uploading media from lecture capture and other educational media applications to the Learning Management System.
- Provide technical support for questions about computers and accessories needed for online learning environments.
- Create a learning environment that helps guide instructors employing best practices for using and delivering educational media.

**Facilities/Technology Management**

- Effectively implement professional audio equipment in various and changing media environments.
- Troubleshoot media hardware used by Distance and Online Education.
- Research and explore new technology, hardware and software, which may have application in the delivery of instruction through media production as assigned.

**HOW YOU DO YOUR JOB** (learn more about competencies and proficiency levels [here](#))

**Consulting - Proficiency: Working**

*What this looks like:*

- Carries out the agreed-upon consulting assignment in a professional manner.
- Explains the requirements, deliverables, costs, and criticalities of the assignment.
- Documents client's objectives and project scope.
- Uses formal and informal means to keep client informed on progress and issues.
- Participates in developing consulting opportunities or assignments.

**Instructional Services Administration - Proficiency: Working**

*What this looks like:*

- Assists in choosing the right materials and delivery method for learning sessions.
- Assists students with appropriate tools, techniques, resources based upon the instructional plan developed by faculty.
- Prepares materials for specific instructional sessions.
- Obtains appropriate tools required for preparation and production of instructional materials.
- Produces routine reports for faculty, administrators, others as required.

**Communicating Complex Concepts - Proficiency: Working**

*What this looks like:*

- Explains products and services with little or no use of technical jargon or advanced vocabulary.
- Separates fundamental concepts from supporting details in explaining a product or service.
- Emphasizes the most important facts or features of a product or service.
- Uses comparisons to familiar ideas when introducing a technical or novel feature.
- Perceives lack of audience comprehension; further simplifies explanation when needed.
**Distance Learning Technologies** - Proficiency: *Working*

*What this looks like:*
- Utilizes a specific technology to deliver distance learning courses.
- Adheres to the guidelines for using distance learning technology.
- Reports technology problems in delivering distance learning courses.
- Responds to learners in a timely and effective manner.
- Assists in designing distance learning projects integrating various technologies.

**UNIVERSITY EXPECTATIONS** (see definitions and proficiency levels here)

**Collaboration/Positive Impact** - Proficiency: *Working*

*What this looks like:*
- Shares appropriate information/feedback openly, professionally, and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

**Diversity, Equity and Inclusion** – Proficiency: *Working*

*What this looks like:*
- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g., race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity, and inclusion.

**Service Excellence/Customer Service** – Proficiency: *Working*

*What this looks like:*
- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

**QUALIFICATIONS YOU BRING**

**Required Qualifications**
- Bachelor’s degree or equivalent combination of expertise, experience, and education.
- Experience (typically 1-3 years) providing media support with emphasis on media production, editing and delivery.
- Experience with:
  - Studio Maintenance/Operation
  - Camera operation
  - Lighting for video
  - Directing talent
  - Video editing
  - Various microphone characteristics and placement
  - Post-production software (such as DaVinci Resolve and Black Magic Fusion)
o “Live” studio productions with software applications (such as Open Broadcaster Software, OBS)
• Demonstrated experience managing multiple priorities, meeting deadlines, and working independently or as a team, with excellent attention to detail and accuracy.
• Ability to troubleshoot issues pertaining to media production. Knowledge of closed captioning processes.
• Demonstrated experience with computer operating systems, web browsers, and productivity applications including Microsoft Excel, Word, PowerPoint and Outlook.
• On occasion must be able to lift or move up to 35 lbs. and hang lights via climb a step ladder or other acceptable means.

Demonstrates a Working proficiency level in:
• Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities.
• Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.
• Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.
• Understanding of effective communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs using appropriate communication behaviors.
• Ability to quickly learn and apply new online tools and skills.

Desired
• More than three years providing media support with emphasis on media production, editing and delivery.
• Experience with Unreal Engine development.
• Experience supporting media production in a higher educational setting.
• Strong proficiency in 3D modeling, texturing, animation, and visual effects.
• Familiarity with Unreal Engine tools and workflows, including blueprints, sequencer, and animation tools.
• Knowledge of emerging media technologies and current trends and issues impacting media production in higher education.
• Experience with programming languages such as C++, Python, and Blueprint scripting.
• Experience with:
  o Editing & Graphics
  o Video Capture
  o Motion Graphics
  o Cinematography – camera, lens, filters, microphones and lighting
  o Green screen production
  o Color correction.

ABOUT THE DEPARTMENT
University of Iowa Distance and Online Education, a unit within University College, partners with colleges and departments throughout the university to provide support for all online courses and instructors at Iowa. Instructors teaching online courses request targeted support or full course design and development services.
Position: Transcript and Verification Specialist, Office of the Registrar

Requisition: #23003310

Recruiter: Hannah Dobrowski