Creative Studio Music Staff Position Update

**Job Title:** Sr. Audio Visual Technician  
**Position Number:** P00001059

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.

The Creative Studio (formerly the Digital Media Lab) is part of University of Miami Libraries’ Learning and Research Services. Creative Studio staff provide expert support and consultation in the use of digital audio, video, and graphic design technology, as well as web development and image creation techniques. The lab also provides large format printing, 3D printing, digitization, and equipment rental services. To learn more, see: library.miami.edu/medialab

Reporting to the e-Learning and Emerging Technologies Librarian and Creative Studio Manager, the Creative Studio Technician is responsible for assisting with the provision of services to support learning and creativity in the Creative Studio located at the heart of the University of Miami Libraries’ Learning Commons. The Creative Studio Technician supervises student employees and provides service and assistance to patrons working with multimedia software, hardware, and other digital tools and technologies. Areas of focus may include photography, videography, graphic design, and printing. Notably, the Creative Studio is a key service hub for patrons using Adobe Creative Cloud.

Reporting to the Music Librarian, the Creative Studio Technician working in the Creative Studio Music Library branch is responsible for assisting with the provision of services to support learning and creativity of patrons. The Creative Studio Technician supervises student employees and provides service and assistance to patrons working with multimedia software, hardware, and other digital tools and technologies. Areas of focus may include music, audio editing, sound mixing, sound engineering, and videography.

This is a full-time position, flexible hours is required.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Responsible for providing software and hardware support in the Creative Studio at Weeks Music Library and Richter Library (75%)**
- Software support to patrons (Faculty, Staff, and Students) using software programs including, but not limited to Pro Tools, Logic Pro, Sibelius, and Adobe Creative Cloud (CC)
- Trains University faculty, staff, and students using software programs including, but not limited to Pro Tools, Logic Pro, Sibelius, and Adobe Creative Cloud (CC) 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.
- 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 whisper rooms
- Process digitization requests for patrons and provide high-quality digital files to patrons.
- Maintains ink and paper supplies in Music lab printer.
- Record accurate statistics of Creative Studio usage.
- 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.

**Music Library Front Desk Customer Service (10%)**

- Check out, check in, and renew all music library materials.
- Help patrons with issues relating to their library accounts.
- Supervise student employees during circulation desk shifts.
- Monitor study room bookings, book rooms for patrons as necessary, and approve/deny bookings as needed.
- Answer patron questions at the desk, by phone, and/or by email, referring patrons to librarians, other libraries, and/or other service points as needed.
- Assist patrons with searching for and using library resources and services, including course reserves.
- Relay purchase suggestions from patrons to Head of Weeks Music Library.
- Monitor entrance/exit gate, lobby area, and lost and found during circulation desk shifts.
- Open and/or close the library based on work schedule and according to opening/closing procedures.
- Place items on hold for patrons and retrieve held items for check-out

**Provide secondary support for Library Services (10%)**
● Provide back-up support to Creative Services and library educational services with photography, videography, and sound mixing.
● Manipulate images/video/sound and correct color as required using provided software and upload digital images to specified servers.
● Follow established data entry standards set up by the UM Libraries to provide a description of the objects for the archives.

Other (5%)

● Assists with training sessions and Music and Creative Studio tours for University faculty, staff, and students on digital media related projects.
● 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 Music and 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 Creative Studio Technician reports to the e-Learning and Emerging Technologies Librarian and the Music Librarian. If those persons are 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)
● Excellent customer service skills
● Computer skills and proficiency in Adobe Creative Cloud applications (particularly for audio and sound), Windows, Mac OS & iOS operating systems, Microsoft Office products
• Three years of experience with at least one of the following (can be cumulative): sound recording, audio mixing, videography, digitizing of analog material
• Experience training others in multimedia and audiovisual software and equipment
• Ability to work in a changing, progressive environment

PREFERRED QUALIFICATIONS

• Bachelor’s degree
• Experience as a musician or training or formal study in music
• Multimedia and audiovisual software and hardware troubleshooting skills
• Experience using the the following software application suites:
  ○ Logic Pro
  ○ Pro Tools
  ○ Sibelius
  ○ Audacity
  ○ Garage Band

Please apply online here.