

**TITLE: Manager, Technical Services and Media Infrastructure**

**CLASSIFICATION: Management Team – Classified Supervisor**

**SALARY RANGE: 20**

**SCOPE OF POSITION:**

Under the direction of the Director, Media Services & Learning Technologies, oversee the media infrastructure design and installation of new and refreshed technology-enhanced classrooms and District facilities; organize and direct the day-to-day technical services operations; oversee work projects to upgrade and maintain learning technologies; provide support for technology-related issues in classrooms; coordinate and oversee media technology support for large-scale District live events and presentations; train, supervise and evaluate the performance of assigned staff.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Organize and direct the day-to-day activities of the Media Technical Services team; establish unit procedures, oversee work projects, schedule and coordinate staff.
2. Train, supervise and evaluate the performance of assigned personnel; interview, select employees and recommend transfers, reassignment, termination and disciplinary actions.
3. Manage classroom technology services; guide staff to: assess and mitigate technical issues; troubleshoot, and repair complex media systems and equipment; train faculty and staff in the use of media technology.
4. Manage District audiovisual technology installation and oversee media infrastructure projects including audiovisual design and engineering, fabrication, installation and integration, configuration, and commissioning of media equipment and systems for the District; oversee procurement, scope and schedule workflow for projects.
5. Develop, monitor, and revise technology support processes and District audiovisual design standards in collaboration with stakeholders to keep pace with new media technologies and evolving user needs.
6. Collaborate with the staff to manage audio-visual inventory, purchasing and budget administration to ensure sufficient and appropriate resources are available for regular operations, media classroom project completion, event production and replacement of failing equipment and systems.
7. Communicate with stakeholders to perform needs assessments, provide progress updates and resolve issues; coordinate project meetings with internal staff and/or external vendors to develop specifications and manage progress of upgrades and installations. Communicate with external colleagues, contractors and agencies to exchange information, collaborate on projects and ensure compliance with regulations related to District audiovisual projects.
8. Prepare and maintain bids for service, project designs, scopes of work and specifications for solicitations, project workflow guidelines for department staff, and installation and upgrade documentation; manage scope development, design and engineering, procurement, project oversight, budget, payment authorization, installation and commissioning of audiovisual systems in new and remodeled District building projects.
9. Manage the live production and support of District events including resource allocation. Collaborate with Technical Services staff on design and workflow of complex event production systems including sound reinforcement, assistive listening technology, audio/video recording, web streaming, staging, rigging, stage lighting and other production elements. Assure compliance with Fire Safety, OSHA, USITT and ADA requirements for event setup and technology.

**KEY DUTIES AND RESPONSIBILITIES – Continued**

10. Act as a site contact and liaison for external facility rentals, community usage and related matters; work with local commercial, educational, government and non-profit agencies on issues of interest and cooperation with the District; conduct facility tours to provide information about the District spaces and technologies to guests, community members and others.
11. Serve as a resource for Americans with Disabilities Act (ADA) requirements for media systems; serve as a District officer for media intellectual property management, use compliance, permissions and licensing; serve as an ex-officio member of the Institutional Technology Group (ITG).
12. Prepare and present various regular and periodic statistical reports of progress and accomplishments to supervisor, dean, administration, Board of Trustees, Bond Oversight Committee and/or others as required; participate in the program review and performance measure report.

**KNOWLEDGE OF:**

1. Current media technology trends and developments.
2. AC and DC electrical and electronic systems; mechanical and electromechanical theory, operation, installation, repair, safety and standards.
3. Audiovisual, conferencing, recording and communication systems standards and fundamentals of design, installation and operation.
4. Hand and power tools, materials, and equipment used in the installation, maintenance, repair, testing and calibration of audiovisual systems and equipment.
5. Applicable laws, codes, regulations, policies and procedures; including National Electric Code, National Fire Protection Association (NFPA) and local fire codes, Occupational Health and Safety (OSHA), Audiovisual and Integrated Experience Association (AVIXA) standards and best practices; Americans with Disabilities Act (ADA) requirements.
6. Interfacing computers with media equipment and systems and basic computer and software applications use.
7. Device control protocols for various systems; audio, video and photographic editing software; multimedia production techniques; learning management systems; video conferencing and web streaming technologies.
8. Interpersonal skills including tact, patience and courtesy.
9. Oral and written communication skills.
10. Principles and practices of supervising, training and evaluating employees.
11. Project planning and management, including setting objectives, budgeting and observing deadlines; knowledge of building construction methods and materials and familiarity of industry practices.

**ABILITY TO:**

1. Manage support for technology-related problems in classrooms, conference and event spaces.
2. Coordinate and oversee media technology support for large-scale District events.
3. Oversee media infrastructure architecture; manage installation, maintenance, repair and calibration of complex media systems and equipment.
4. Train, supervise and evaluate the performance of assigned personnel; plan and allocate work.

**ABILITY TO – Continued**

5. Operate computers and assigned office equipment and utilize a variety of software applications including Microsoft Office products, Adobe Acrobat, AutoCAD, AV programming, configuration and analysis software.
6. Create and manage project documentation, such as site surveys, systems designs, line drawings, bills of materials (BOM), and scopes of works (SOW), RFP responses, and change orders.
7. Understand and interpret applicable laws, codes, rules, regulations, policies and procedures related to instructional technology and audio-visual installation, implementation, use and maintenance.
8. Work independently with little supervision.
9. Prepare and maintain records and reports.
10. Communicate effectively both orally and in writing; develop, prepare and present reports and technology solutions.
11. Establish and maintain cooperative and effective working relationships with others.
12. Meet schedules and timelines.
13. Demonstrate sensitivity to, and respect for, a diverse population.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

***Education:***

Associate's degree in electronic technology, applied technology, audiovisual integration or related field required. Bachelor's degree preferred.

Audio Visual Technology Certification (i.e. AVIXA) Certified Technology Specialist (CTS) Credential required. CTS-D or CTS-I Credential preferred. Must demonstrate ongoing technical education and recertification.

***Experience:***

Increasingly responsible experience in the design, fabrication, installation, repair, maintenance and operation of electronic media systems and equipment. Increasingly responsible audio, video, lighting, computer, video conferencing, and IP network system design, media systems infrastructure, and management experience.

**PHYSICAL DEMANDS:**

- Sitting or standing for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Reaching overhead, above the shoulders and horizontally.
- Lifting, carrying, pushing or pulling moderately heavy media equipment.
- Climbing ladders and working at heights.

**HAZARDS:**

- Occasional work in high elevations or confined spaces such as building attics, mechanical rooms, crawl spaces, tunnels and in-ground communications vaults.
- Working around or with machinery having moving parts; cutting and shaping tools for wood, metal, masonry and other materials.
- Use of material and personnel lifts; stage and theatrical rigging, suspension of large amounts of weight and mass overhead in public spaces; work with high-voltage, high temperature lighting, dimming equipment and electrical distribution in temporary and permanent public venues.