UNIVERSITY OF SOUTHERN CALIFORNIA
Distance Education Operations Engineer I
Job Code: 175011

Grade: I
OT Eligible: Yes
Comp Approval: 8/14/2008

JOB SUMMARY:
Maintains, operates, upgrades, and services the distance education department equipment. Provides support for instructional studio classrooms, studio control rooms, portable studio systems and capture and delivery systems related to e-Learning Systems such as audio-visual systems, portable systems, computer equipment, teleconference equipment, instructional classroom equipment, television broadcasting, and digital broadcasting.

JOB ACCOUNTABILITIES:
*E/M/NA % TIME
Maintains, operates, upgrades, and services instructional classroom equipment, audio-visual systems related to capture and delivery for e-Learning Systems and services, and interactive technologies (e.g., portable systems, computer equipment, teleconferencing equipment, instructional classroom equipment, television broadcasting, and digital broadcasting).

Coordinates set-up and maintenance of portable systems, including instructional classroom equipment and audio-visual systems related to capture and delivery for e-Learning Systems.

Troubleshoots equipment malfunctions. Ensures correct adjustments and operation of classroom equipment and webcast computer equipment including network quality. Conducts preventive maintenance of instructional equipment. Arranges for vendor repairs, adjustments or returns, as needed.

Assists in the on-going support of computer environments campus-wide, with special efforts geared to the instructional classrooms.

Assists faculty, staff and students with problems. Works with specialized equipment and applications. Assists in training faculty, staff and students and/or other users.

Establishes and maintains software and documentation libraries and inventories. Maintains and updates list of software and hardware needs for all courses.

Assists in the development of user procedures and security procedures.

Stays informed of new technologies and hardware to improve quality of distance education operations. May make recommendations as appropriate.

Gathers financial data in a limited area, such as materials and supplies as requested.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: No
In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee's department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High School or equivalent
- Specialized/Technical Training

**Minimum Experience:**
- 1 Year

**Minimum Field of Expertise:**
Experience with the maintenance, modification and operation of instructional classroom equipment, audio-visual systems related to capture and delivery for e-Learning Systems and interactive technologies. Experience with capturing and delivering e-Learning Systems (via web and other electronic formats) and providing interactive conferencing set-up and support (web, phone, and audio/visual conferencing). Knowledge of support of instructional operations and technologies inside studio classrooms, such as computers, electronic boards, and other interactive conferencing technologies. Knowledge of computing environments and specific support for e-Learning hardware and software. Knowledge of Microsoft Windows Media technology and Real Networks streaming services essential. TCIP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process.

**Preferred Education:**
- Associate's Degree
- Specialized/Technical Training

**Preferred Experience:**
- 3 Years

**Preferred Field of Expertise:**
Experience with design, construction, and maintenance of distance learning systems including television broadcast, teleconferencing, inter/intranet applications, and video production.

**Skills:** **Administrative:**
- Assemble and organize numerical data
- Communicate with others to gather information
- Compute totals
- Customer Service
- Gather data
- Maintain logs
- Prioritize different projects
- Understand and apply policies and procedures
- Use database and/or word processing software

**Skills:** **Other:**
- Problem identification and resolution
- Teaching/Training
Skills: Machine/Equipment:

- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Encoders/decoders/digitizing computers
- Personal computer
- Teleconferencing equipment

Supervises: Level:

- May oversee students and/or temporary workers

SIGNATURES:

Employee: _______________________________ Date: _______________________________

Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer