UNIVERSITY OF SOUTHERN CALIFORNIA
Distance Education Operations Specialist
Job Code: 175112

Grade: I
OT Eligible: Yes
Comp Approval: 5/13/2010

JOB SUMMARY:
Provides distance education training and technical support for control room and post-production operations. Provides training and support of instructional technologies for both portable and in-studio classroom delivery of synchronous and asynchronous e-Learning Systems and services. Edits programs, as assigned. Contributes to the establishment and maintenance of software and documentation libraries. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.

JOB ACCOUNTABILITIES:

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Ensures smooth operation of live and recorded courses by distance education instructors. Provides instructor, interactivity, and capture support for classroom activities and related peripherals, including computers, electronic boards, webcast encoder applications, cameras and interactive technologies. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.

______ ______ Interfaces with instructors and other staff to provide instructional support, capture and delivery through audio-visual systems, and interactive conferencing set-up (e.g., web, phone, and video conferencing portable capture systems). Supports all instructional activities related to facilities and portable equipment usage.

______ ______ Provides post production support and editing of video and audio recordings of courses and professional program offerings.

______ ______ Interviews and recommends new hires. Trains, schedules, and assigns work to staff and/or student workers, as required. Provides feedback and guidance, as needed.

______ ______ Participates in the development of documentation, user policies and procedures, and/or security procedures.

______ ______ Plans and conducts hands-on training sessions on such topics as hardware and software applications including related policies and procedures for faculty, staff and students. Schedules faculty, staff and/or student training sessions.

______ ______ Collaborates with other units to improve access to and maximize use of computing resources.

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

______ ______ Performs file conversions and edits as needed for faculty provided materials.

______ ______ Implements updates and changes to the class recording schedule. May coordinate schedule updates and changes as needed.

______ ______ Performs routine operations equipment maintenance and troubleshooting.

______ ______ Stays informed of new technologies and hardware to improve quality of distance education operations. May make recommendations as appropriate.
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
- [x] Yes

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:**
- 2 years

**Minimum Field of Expertise:**
- 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). Operations level experience with e-Learning Systems and services. 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. TCIP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process. Knowledge of video and editing systems and processes.

**Preferred Education:**
- Specialized/technical training

**Preferred Experience:**
- 3 years

**Skills: Administrative:**
- Communicate with others to gather information
- Coordinate work of others
- Prioritize different projects
- Understand and apply policies and procedures
- Video editing (e.g., Final Cut Pro, Adobe Premiere, video compression for web)

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Consulting
- Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Scheduling
Supervisory skills
Teaching/training

Skills: Machine/Equipment:
- Audio/Visual equipment
- Calculator
- Computer network (department or school)
- Computer network (university)
- Encoders/decoders/digitizing computers
- Fax
- Personal computer
- Photocopier
- Teleconferencing equipment

Supervises: Level:
- Supervises employees and/or student workers.

Supervises: Nature of Work:
- Service/Maintenance
- Technical

Comments:
Working Conditions: Occasional bending, reaching, climbing; Occasional exposure to adverse conditions.

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.

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