UNIVERSITY OF SOUTHERN CALIFORNIA

DEN Instructional Ops Engineering Manager

Job Code: 175114

Grade: K
OT Eligible: No
Comp Approval: 1/20/2005

JOB SUMMARY:
Supervises staff and daily operations of Distance Education Network (DEN) Instructional Operations Engineering department. Manages support and services for instructional activities and hardware related to the transmission, capture, adjustments, installations and maintenance of all audio-visual signals and capture and delivery equipment related to e-Learning Systems. Assists in the design, installation and operation of facilities and systems, as required. Provides specific technical expertise to functions supervised. Manages operations and administration functions that include staff supervision, budget development and administration assistance, policy and procedure development, short and long-term planning, hardware support, security and quality assurance.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME
____  ____ Manages daily operations and delivery of services for the Instructional Operations department. Oversees services provided for instructional activities and hardware related to the transmission, capture, adjustments, installation and maintenance of all audio-visual signals and capture and delivery equipment related to e-Learning Systems. Provides specific technical expertise for functions supervised. Sets and communicates priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance review and recommends changes as appropriate. Oversees and ensures routine operations equipment maintenance is performed. Directs complex projects and provides technical assistance to others as needed. Resolves problems referred by staff.

____  ____ Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

____  ____ Oversees the maintenance of all capture and delivery productions, studio classroom facilities and transmission equipment such as standard broadcast, video conferencing, digital broadcasting and internet and computer-based applications and hardware associated with departmental services. Ensures regular, complete and accurate inventory of technical parts and equipment.

____  ____ Assists in the design, installation, and operation of all facilities and systems as required. Provides technical expertise on facilities design changes, system updates and modifications and utilization of various equipment.

____  ____ Develops short and long-term goals and objectives and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance goals.

____  ____ Coordinates with vendors to obtain proposals for purchases of hardware, software and/or technical services. Analyzes proposals and makes purchase and/or technical services recommendations. Analyzes user needs and evaluates new products. Ensures functionality of purchased equipment. Monitors and assesses quality of external vendor services and relationships.
Develops and implements department policies and procedures. Develops documentation as needed. Manages the dissemination, interpretation, and application of policies and procedures. Ensures policies and procedures are in compliance with applicable regulatory requirements.

Assists in the development of the department budget. Controls and/or monitors department expenses. Provides financial status reports, projections, recommendations and/or analysis as required.

Serves as a primary source of information regarding department services. Links department with other Engineering departments, University offices, and/or external organizations to ensure services are effectively coordinated for organizations, meetings and seminars.

Maintains currency in new developments and technologies. Conducts research on new technologies, as requested. Makes recommendations based on research findings.

E Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

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

☐ 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:**

Specialized/Technical Training

Combined experience/education as substitute for minimum education

**Minimum Experience:**

5 Years

Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
Management level experience with e-Learning Systems and services. 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). Experience with the design, modification, operation, installation, and maintenance of classroom facilities, transmission equipment and systems. Knowledge of support of instructional operations and technologies inside the studio classroom, 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. TCP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process.

Preferred Education:
- Associate’s Degree
- Bachelor’s Degree

Skills: Other:
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial Skills
- Negotiation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Research
- Scheduling
- Staff development
- Supervisory Skills
- Teaching/Training

Skills: Machine:
- Calculator
- Computer Network (Department or School)
- Computer Network (University)
- Computer Peripheral Equipment
- Encoders/decoders/digitizing computers
- Fax
- Personal Computer
Photocopier
Teleconferencing equipment

**Supervises: Level:**
Supervises employees who do not supervise

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

**Comments:**
Must be able to work a varied schedule as workload requires.

**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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