UNIVERSITY OF SOUTHERN CALIFORNIA
Distance Education Operations Supervisor
Job Code: 175115

Grade: I
OT Eligible: No
Comp Approval: 8/18/2008

JOB SUMMARY:
Supervises staff and daily control room operations for the distance education department. Provides training and support of instructional technologies for the portable studio systems in the classrooms and delivery of e-Learning Systems and services. 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:

E/M/NA % TIME

Supervises the control room operations and staff to accommodate the instructional operations and classroom schedule. Interviews, recommends new hires, and trains. Schedules and assigns work. Evaluates employee performance, and provides guidance and feedback to staff and/or student workers. Counsels and disciplines employees as required.

Ensures smooth operation of live and recorded courses by distance education instructors. Supervises instructor support for classroom activities and related peripherals, including computers, electronic boards, webcast encoder applications, 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 during classes to provide instructional support, capture and delivery through audio-visual systems, and interactive conferencing set-up (e.g., web, phone, and video conferencing).

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.

Installs and troubleshoots software and hardware in all studio classrooms facilities including computers, encoding devices, interactive technologies and equipment, and/or other instructional equipment. Maintains and troubleshoots network connectivity.

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.
Gathers historical financial data and prepares financial status reports for budget preparations as requested.

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

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:**

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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). Supervisory 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 essential. TCIP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process.

**Preferred Education:**

Specialized/Technical Training

**Preferred Experience:**

3 Years

**Skills: Other:**

Analysis
Assessment/evaluation
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Scheduling
Staff development
Supervisory Skills
Teaching/Training

**Skills: Machine/Equipment:**
- 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 and 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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