UNIVERSITY OF SOUTHERN CALIFORNIA

DEN Instructional Operations Manager

Job Code: 175119

Grade:
OT Eligible:
Comp Approval: 1/20/2005

JOB SUMMARY:
Supervises staff and daily operations for the Distance Education Network (DEN) Instructional Operations department. Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing), and delivery of e-Learning Systems. Plans, designs, analyzes and installs instructional systems in classrooms based on department instructional needs. Provides specific technical expertise to faculty, staff and students in areas such as instructional operations and e-Learning services. Manages operations and administrative functions that include staff supervision, budget development and administration assistance, policy and procedure development, short and long-term planning and quality assurance.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Manages daily operations and delivery of services for the Instructional Operations department. Plans, designs, analyzes, and installs instructional systems in classrooms based on department instructional needs. 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.

Assists and trains faculty, staff and students in using instructional classroom technologies, such as computing devices, document cameras, and video conferencing systems. Conducts hands-on-training sessions, instructional classes and/or other training methods. Interfaces with instructors to ensure good operation of live and recorded courses. Collaborates with other units to schedule classes and improve access to and maximize use of computing resources.

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.

Ensures the establishment and maintenance of software and documentation libraries and inventories. Ensures the maintenance and updating of lists of software and hardware needs for all courses.

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

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:

Bachelor's Degree

Combined experience/education as substitute for minimum education

Minimum Experience:

3 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 planning, designing, and installing instructional systems in classrooms. 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. TCIP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process.

**Preferred Education:**

Related Graduate Study

**Preferred Experience:**

5 Years

**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
- 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 and student workers

Supervises: Nature of Work:
Administrative
Professional/Paraprofessional
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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