



DATE ISSUED: 05/08
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Video Delivery Services and Support

JOB SUMMARY

Responsible for centralized management and oversight of the multi-campus video conference services and Pioneer TV programming and delivery. Primary emphasis is on managing multi-campus customer service needs, scheduling and coordination of resources, including direct coordination of co-workers in the delivery of services and resources. Responsible for the development of multi-campus end user service initiatives; supports instructional initiatives related to multimedia use and integration of software and hardware applications particularly for classroom and course content delivery. Requires in-depth technical knowledge of video conferencing technology and associated network resources as they apply to instructional initiatives. Work is performed under administrative supervision of the Director, Instructional Technology Delivery Systems and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Instructional Technology Delivery Systems

Supervises: Instructional Operations Coordinator, Student Assistants, and temporary personnel

PRIMARY DUTIES - May include, but not limited to the following:

Provides centralized and coordinated management of video conference services and resources. Coordinates planning of new video confernece sites and services across all campuses of the university.

Coordinates management initiatives and direction impacting multi-campus video conferencing sevicees and resources.

Coordinates resource scheduling with all campuses and the Office of University Scheduling.

Prodives oversight responsibility for Pioneer TV programming and broadcasting initiatives.

Coordinates and delivers the support functions utilizing video-conferencing technologies and multimedia applications across multi-campus and external service entities.

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Supports instructional initiatives related to multimedia use and integration of software and hardware applications particularly for classroom and course content delivery.
Applies instructional design models and adult learning theories to multimedia instruction.
Operates and coordinates interactive video classroom production and web related course materials.
Conducts one on one and group application training.
Provides oversight and planning information for instructional programs.
Television broadcast/production service support.
Coordinates implementation and use of testing software and computer based training systems.
Supports standardized software installation, including training and troubleshooting.
Consults and assists other teams within Technology and Information Services.
May serve as a liaison between information technology services and end users and vendors.
Maintains procedures and policies to ensure the security and integrity of systems/networks.
Required to work a flexible schedule, including evenings and weekends and some overtime.
Ability to engage in self-directed learning of new technology applications quickly and efficiently.
Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Assists with University or community related services that does not directly impact institutional goals or initiatives
Performs other duties as requested.

EDUCATION

Bachelor's degree required with additional technology and network systems certification. Advanced degree, training, or experience with video-conferencing technologies, television production, video broadcasting, multimedia devices, e-learning support preferred.

EXPERIENCE

Five years job related work in computing and/or communications. An equivalent combination of experience, education, or training may substitute for any of the education/experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge of modern computing and multimedia production systems.
Requires in-depth technical knowledge of video conferencing technology and associated

network resources as they apply to instructional initiatives.
Ability to organize and work effectively with an understanding of organizational policies and activities.
Proficient in communication, both oral and written.
Strong motivation and work ethic.
May be required to work a flexible schedule, including nights, weekends and holidays.
Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 day of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to the Management and Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of the notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.