Position Description

Position Title: Manager-Classroom Technology
Department: Network Services
Position Code: N0310
Date Prepared: 3/4/15
FLSA Status: ☑Exempt ☐Non-Exempt

Full Time: Yes ☑ No ☐

Job Summary:
The Classroom Technology Manager works with faculty and staff to help them achieve their educational goals through the use of technology and audio-visual solutions. The person in this position will communicate with professors in order to determine ways in which the classrooms can be improved and plan further advancements and solutions for classrooms. The Classroom Technology Manager will manage a team of classroom technicians. Responsibilities will also include proactively maintaining the integrity of the systems in place in the classroom, as well as providing on-demand classroom support for professors and students.

Essential Job Functions:
The employee in this position will have the following essential job functions:

- Plan and implement technology solutions for classrooms
- Facilitate training of the classroom technology solutions for faculty
- Manage a team of technicians for the purpose of providing support and upkeep to classrooms and professors
- Process reservations for technology and AV equipment for classes, classroom presentations or meetings
- Deliver and set up computer and media equipment when Media Services technicians are not available
- Administer setup of special class needs and follow up with professors to address their needs
- Provide assistance and support for audio or video recording (including weekly SWI classes, preaching labs, and “lecture capture”)
- Provide assistance and support for online video and audio conferencing
- Maintain the classroom technology help line, making sure that any calls during business hours are handled as quickly and courteously as possible
- Serve as an on-call technician for professors and staff
- Troubleshoot issues with classroom technology and AV equipment, and repairs as necessary
- Research new technologies and tools to introduce new teaching capabilities in the classroom
- Maintain organized equipment areas in classrooms
• Perform installation or work with Facilities to perform installation of equipment in cabinets or in classrooms
• Serve in the on-call rotation for the Campus Technology department

Performs other duties as may be assigned by supervisor.

EDUCATION:
The person in this position should have a Bachelor’s degree in a related field such as television production, design, engineering or communication and/or have a minimum of five to eight years direct related experience to the duties or responsibilities specified.

EXPERIENCE:
The person in this position should have experience with television equipment including cameras, switchers, digital and analog editors and microphones.

SUPERVISION:
Supervision includes maintaining a support staff of part-time classroom technicians, each with their own specific focus and objective. The main tasks that the support staff is responsible for include: equipment installation, classroom and professor support, daily upkeep of classroom, as well as helping come up with ways to improve current systems.

The person in this position will report to the Systems Manager.

WORK ENVIRONMENT:
The person in this position will have limited exposure to unpleasant working conditions including heat, dirt and stress. Additionally, this position has limited physical effort and limited exposure to physical risk. Lifting approximately 50 lbs is expected as well as ability to stoop, bend and crawl. Occasional exposure to outdoor conditions as well as occasional evenings and weekend production is required.

EQUIPMENT:
The person in this position will use the following equipment: Tanderg Codec Systems; 4 Input seamless switcher/scaler; sound systems; balanced and unbalanced systems; data projectors such as Sharp (XG-NV2SB, XG-NV2U, XG-E1200U, XG-C55X, XG-P10XU, PG-C30XU), Epson (6100i, 8300i), Eiki (LX1), Dell (3100mp), Sanyo (PLC-XF45), and NEC (GT6000); personal computers; AMX and Crestron control systems; cameras such as Panasonic VHS camcorders, and Canon Optura 50 Mini DV camcorders; audio recorders such as Marantz (PMD660, PMD690) solid state recorders, DAT and cassette recorders; computer based audio editing systems such as Sound Forge and Audacity; computer based video editing systems such as Vegas Video; analog and digital equipment; video conferencing equipment including Polycom and Sony equipment over various types of connections; and MOTU 895HD Firewire recorder for recording multiple lectures simultaneously.