

Manager, Administrative Media Support Services

FLSA Status: Exempt

Pay Grade: 19

Job Title ID: 181000

Job Series/Job Family: Instructional Technology Series / Video Support Services Family

Reports To

Director, Distance Learning

Job Purpose

To manage Administrative Media Support Services and support media needs of the ACC Board of Trustees and President's Office.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Supports media needs of ACC Board of Trustees and President's Office.
2. Manages the operational and support activities areas of media production and distribution related to the Board of Trustees and the President's Office.
3. Supports ACC's CH 19 cable channel programming, technology/infrastructure. Represents ACC at PEG meetings and supports IRT's studios, control rooms, and editing suites.
4. Works with other areas of Instructional Technology media/technology support services.
5. Analyzes area's administrative media functions and evaluates the services provided; develops plans of action and recommendations for area and area projects; identifies milestones and issues to be addressed, and generates reports as required.
6. Monitors area operations and expenditures. Submits area and governmental reports as required.
7. Manages equipment and supply inventories and prepares purchase recommendations consistent with area needs and goals.
8. Monitors and reviews industry/market trends in media support services; researches, evaluates, and recommends implementation.
9. Maintains and updates the Administrative Media Support Services website.
10. Manages and provides technical leadership and guidance to Administrative Media Support employees and hourly staff, ensuring compliance with policies and regulations and ensuring that all issues are addressed and resolved.
11. Supervises, schedules, trains, and evaluates job performance of Administrative Media Support employees and hourly staff.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Current principles and practices of video support technology and applications in an educational environment.
- Principles and techniques for management of organization-wide projects.
- Supervisory principles, practices, and methods.
- Budget preparation, bid and purchasing procedures, and expense control.
- Project planning and management principles.
- Technology system development principles and techniques.

- Maintaining confidentiality of work related information and materials.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Assessing ACC video support needs, and developing and promoting effective solutions.
- Planning and evaluating complex video systems and making recommendations for resources required to maintain and expand service levels.
- Ensuring a highly professional and successful technical support environment.
- Coordinating implementation of new technologies.
- Reviewing and preparing narrative and statistical reports and records.
- Interpreting and applying rules, regulations, policies, and procedures.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Three years work experience in broadcast television or video production including one year supervisor experience.

Education

Required

- Bachelor's degree in communications, radio, television, film or related field.

Licenses/Certifications

Required

- Valid Texas driver's license.

Other

Preferred

- FCC License

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to

eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.