

## Specialist, Master Control Operations

**FLSA Status:** Non-Exempt

**Pay Grade:** 12

**Job Title ID:** 18104

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

### Reports To

Manager, Administrative Media Support Services

### Job Purpose

To provide technical support for Master Control operations.

### Description of Duties and Tasks

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

#### **Required**

1. Records, edits, and encodes the ACC Board of Trustees (BOT) meetings for ACC BOT website and ACC cable channel; monitors closed captions of BOT meetings. Uploads files to the streaming media server; creates and maintains web links to access the media files.
2. Provides technical support and operates, troubleshoots, and maintains equipment for the President's Conference Room, Board of Trustees Room, and Interactive Video Classroom at HBC. Provides training and orientations to room equipment.
3. Maintains VSS equipment, computers and software; troubleshoots malfunctions and corrects them according to standard departmental procedures and operating manuals.
4. Supports, develops and designs templates and graphics for instructional and informational purposes on the ACC Cable Channel using appropriate computer graphics software.
5. Facilitates and handles Teleconference Satellite downlinks held in the HBC IVCs, conference rooms, and classrooms; tunes in satellite dish to receive downlink feeds and sends feed to house-net cable system.
6. Develops, maintains and updates department and Board of Trustees Recordings web pages and uploads web page documents.
7. Operates and supports systems in Master Control for (ITV) telecourse and ACC programming, scheduling, playback and distribution on ACC CH 19 and the internet
8. Monitors quality of interactive video sessions, serves as contact person for Video Help Desk for phone support.
9. Investigates and troubleshoots VSS equipment issues, requests and problems as reported by end user. Identifies, evaluates and resolves user issues within scope of authority. If unable to solve issue, forwards work orders to appropriate ACC personnel or maintenance contract personnel.
10. Schedules IVC classes and ad hoc video conferencing using applicable technology, and tests with connecting sites outside the ACC IVC network.

### 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 / distribution over the internet and applications in an educational environment.
- Analog and digital video production/post production, signal distribution equipment, techniques, processes and quality production standards.

- Interactive video conferencing, teleconference technology, Satellite signal distribution.

## **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 confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships.
- 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.
- Operating and maintaining a variety of technical studio equipment safely and competently.
- Troubleshooting teleconference, video production equipment, computers and software applications.
- Assessing and prioritizing multiple tasks, projects, and demands.

## **Computer Skills**

### ***Required***

- Demonstrated proficiency using standard MS Office software applications, web site design, production, and support, streaming technology software, HTML, specialty computer graphics and editing software application packages.

## **Physical Requirements**

### ***Required***

- Work is performed in a standard office environment and in a video production and support facilities.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Occasionally lifting of objects up to 30 lbs.

## **Work Experience**

### ***Required***

- Two years video production work and support experience using computers/software applications.

## **Education**

### ***Required***

- Associate's degree in television, computer graphics production or related field.

## **Licenses/Certifications**

### ***Required***

- Valid Texas driver's license.

## **Other**

### ***Preferred***

- FCC License

## **Safety**

### ***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.