JOB DESCRIPTION

Position Title: Instructional Television Systems Coordinator

Department: Information Technology  Employment Category: Administrative Support

Primary Location: District-wide  FLSA Classification: Exempt

Parameters: Full-time; 12 months/year  Pay Grade: AS10

Position Summary: The Instructional Television Systems Coordinator is responsible for coordinating district-wide day-to-day instructional television (ITV) systems activity in support of student learning and effectiveness and for managing ITV systems, planning for system improvements, and providing technology support for college sponsored events and activities.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Supervises and monitors all aspects of ITV technologies; assists faculty and students resolve ITV issues and concerns; instructs faculty and staff in the operation and utilization of applicable hardware and software; coordinates and schedules ITV class and meeting requests

Coordinates ITV support staff, supervises, assigns duties, schedules, trains and makes recommendations regarding hiring and performance

Oversees the testing, preventive maintenance, and troubleshooting of ITV equipment including associated computer hardware and software; installs, maintains, and performs basic repairs and preventative maintenance on ITV equipment, software and computers; initiates repair orders with vendor as required

Researches, evaluates, and recommends technical materials, software, hardware and other equipment in a continuous effort to improve instructional technologies in classrooms district-wide; serves as point of contact for ITV service provider/vendor; manages, monitors, and distributes Fix-It Desk requests for staff throughout the district; coordinates and schedules groups/classes for satellite teleconference downlink system

Serves as an integral member of the team responsible for technological support of college events to include but not limited to commencement, convocation and economic forums; plans and produces multi-media productions such as promotional videos, classroom/community presentations, and commercials for the college and the community

Disseminates information pertaining to ITV; assesses ITV student evaluations and faculty recommendations and proposes improvements; develops and creates statistical reports and establishes ITV procedures

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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**Education and Experience Requirements:**
Associate’s degree in computer science, electronic media or related field from a regionally accredited institution of higher learning recognized by the US Department of Education
Three years’ related experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills, and abilities have been achieved may be considered*

**Knowledge, Skills and Abilities:**
Knowledge of college policies and procedures affecting assigned work
Knowledge of network and internet services hardware and software repair, debugging and maintenance
Knowledge of current instructional technologies and software
Knowledge of computer hardware, software programs and databases, and specialized ITV and video editing systems
Knowledge of information technology resources supporting instructional services
Knowledge of public relations/customer service practices and techniques
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications
Skill in using, installing, maintaining, troubleshooting, and repairing instructional technologies and/or video teleconferencing hardware and software
Skill developing and editing complex multimedia presentations using a variety of production and editing equipment/software and in media event planning and organization
Skill in reading and interpreting technical manuals and schematics
Skill utilizing customer service techniques when responding to requests and/or complaints
Ability to prioritize and manage multiple projects
Ability to work independently, prioritize, follow multiple projects and tasks through to completion, with close attention to detail while contributing to team environment
Ability to relate to a diverse population in a professional and helpful manner, and to maintain composure when faced with difficult situations
Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to analyze problems, identify solutions, and take appropriate actions to resolve problems using independent judgment and decision-making processes

**Work Environment:** Work is primarily performed under general supervision in an office setting with appropriate climate control. Travel, evening and weekend work as required.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.
Light Work: Exerting up to 20 pounds of force frequently lifting or carrying of objects weighing up to 10 pounds requires a good deal of walking or standing
Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

**Reports to:** Instructional Media Services Manager

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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