Board Approved April 13, 2016
FLSA: EXEMPT

ASSISTANT DIRECTOR, TECHNICAL SERVICES

DEFINITION

Under administrative direction, plans, organizes, manages, and assists with the oversight of functions and activities of the Technical Services Department, including the operations of the Performing Arts Center, Event Services, and Broadcast and Presentation Services; coordinates the installation, operation, maintenance, and repair of audio-visual, video, and communications equipment used for instructional and operational support by the District; coordinates assigned activities with other District divisions and departments; provides highly responsible and complex professional assistance to the Director, Technical Services in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director, Technical Services. Exercises general direction and supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is an Assistant Director classification for Technical Services that manages all activities of the Technical Services Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and assists with the oversight of day-to-day activities and is responsible for providing professional-level support to the Director, Technical Services in a variety of areas. Assists in short and long-term planning, development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other departments. This class is distinguished from the Director, Technical Services in that the latter has overall responsibility for all functions of the Technical Services unit and for developing, implementing, and interpreting institutional policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and assists with the oversight of all Technical Services Department programs, services, and activities, including operations and activities of the Performing Arts Center, Event Services, and Broadcast and Presentation Services.
2. Assists with the development and administration of the department's annual budgets and related grants; assists with the forecast of additional funds needed for staffing, equipment, materials, and supplies; assists with the monitoring and approval of expenditures; assists with the implementation of adjustments as necessary.
3. Assists with the selection, training, motivation, and direction of department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations;

works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.

4. Manages the daily services and activities of the Performing Arts Center, including production operations, technical support services, box office and ticketing activities, budgeting, and facilities management.
5. In conjunction with the Manager, Technical Services Engineering, coordinates and directs the installation, operation, set-up, maintenance, and repair of audio-visual, video, and communications equipment used for instructional and operational support by the District.
6. Serves as project manager for special projects assigned to the Technical Services Area.
7. Reviews, evaluates, and approves requests for events on campus; coordinates the use of campus facilities for non-instructional events; oversees the operation of the Events Services division; develops and maintains the campus master calendar; schedules and arranges for equipment and personnel used in support of campus events; coordinates the scheduling, operation, and use of shared facilities such as lecture halls, auditoriums, and athletic facilities.
8. Coordinates technical services and related communications and information between District personnel, administrators, students, departments, vendors, and others; calendars and maintains event timelines and priorities; ensures event activities comply with established standards, requirements, laws, codes, regulations, policies and procedures; ensures proper and timely resolution of technical services issues and conflicts.
9. Confers with District departments in the planning and implementation of efficient and effective technical and event services designed to meet community expectations and needs.
10. Participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to technical services, projects, programs, personnel, financial activities, and assigned duties; maintains and directs the maintenance of working and official departmental files; ensures reports are submitted to appropriate parties according to established timelines.
11. Attends and participates in professional group meetings and various District committees and advisory groups; stays abreast of new trends and innovations in the fields of technical services, performing arts, event services, and other programs and services as they relate to the area of assignment.
12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director, Technical Services.
13. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

16. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Principles, practices, theories, and methods of planning, organizing, and directing college technical services, operations, and activities, including performing arts, broadcast services, event services, and audio/visual services.
6. Current event management and performing arts productions theories, principles and methods, issues, and trends.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to events, broadcasting, and performing arts programs, services, and operations.
8. General practices, procedures, and techniques involved in box office, customer relations, facilities management, and marketing functions.
9. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
10. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
11. Modern office practices, methods, and computer equipment and applications.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for effectively representing the District in contacts with external agencies, community groups, and various business, professional, educational, and regulatory organizations.

14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Provide administrative and professional leadership and direction for the department and the District.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, motivate, and evaluate the work of staff and train staff in work procedures.
10. Oversee and assist in the diagnosis and resolution of equipment and system malfunctions.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
12. Effectively administer a variety of technical services programs, services, and activities.
13. Effectively represent the District and the department in meetings with various business, and professional organizations.
14. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
15. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
16. Establish and maintain a variety of filing, record keeping, and tracking systems.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Operate modern office equipment including computer equipment and specialized software applications programs.
19. Use English effectively to communicate in person, over the telephone, and in writing.
20. Understand scope of authority in making independent decisions.
21. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
22. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to Bachelor's degree from a regionally accredited college or university with major coursework in theatrical production, broadcasting, education, business or public administration, or related field; and
2. Three (3) years of management and/or administrative experience working with theater, broadcast, facilities management, communication systems or related functions in a college or similar environment.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting, as well as, outdoors and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Standing in and walking between work areas is frequently required. Incumbents in this classification frequently bend, stoop, kneel, climb, reach, push, and pull carts to haul equipment. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment and in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes. Incumbents may

interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023