

MANAGER, TECHNICAL SERVICES ENGINEERING

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all engineering functions and activities of the Technical Services department, including classroom AV technology support, AV system design for all facilities on campus and advanced technology support for the Broadcasting and Performing Arts Operations units, manages the effective use of District and department resources to improve organizational and instructional productivity, support of new learning technologies and customer service; provides highly complex and responsible support to the Director, Technical Services in areas of expertise; and performs related work as required. Coordinate and ensure appropriate management, support, and direction of all staff in the Presentation Services unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Technical Services. Exercises direct and general supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of designated technical engineering operations within the Technical Services department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day engineering and support activities and is also responsible for providing professional-level support to the Director, Technical Services in a variety of areas. Successful performance of the work requires an extensive professional engineering and project management 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 Department and for developing, implementing, and interpreting policy and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, and activities of the Presentation Services unit, including academic and classroom technology, and Audio Visual technology consulting and purchasing support. Provides complex engineering design and support services for other units within Technical Services including Broadcast Services, Performing Arts Operations and Event Services.
- Supervises the design, management, procurement, installation, programming and maintenance of the campus audio visual network including systems installed in classrooms, assembly spaces, conference rooms and offices. Consults with end users, architects, engineers and project managers regarding new and upgraded systems for all spaces on campus.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the assigned function; recommends and administers department policies and procedures.

- Participates in the development, administration, and oversight of the assigned budget; controls and authorizes expenditures in accordance with established limitations.
- Evaluates, designs and recommends systems, equipment, materials, and staffing needs for assigned operations and projects; prepares detailed cost estimates with appropriate justifications; coordinates purchases and monitors and ensures adequate inventory levels of required supplies and equipment.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director, Technical Services.
- Selects, trains, motivates, and directs assigned 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 and termination procedures; responds to staff questions and concerns.
- Oversees the administration and maintenance of the District's Audio Visual infrastructure; researches, recommends, and approves District Audio Visual technology related purchases; provides implementation support; develops long-term audio visual systems strategies to plan for and control upgrades and growth; develops current and future technology standards; evaluates and implements new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Resolves complex audio visual infrastructure related problems as they occur; provides high-quality internal customer service to ensure timely technical support, installation, maintenance, and repair of audio visual systems and equipment.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the audio visual technology and infrastructure operations and services.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Engineering, design and systems management principles for modern, complex audio visual systems including emergency notification systems, sophisticated audio reinforcement systems, digital signage systems and other systems operated
- Administrative principles and practices, including goal setting, program development, project management, implementation, and evaluation.

- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of audio visual system engineering and management.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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:

- Provide administrative, engineering and professional leadership and direction for assigned operations and activities.
- Prepare and administer project budgets; allocate limited resources in a cost effective manner.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of audio visual systems on campus.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional and technical personnel as well as contractors and consultants; delegate authority and responsibility.
- Select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Manage complex engineering projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, inventory and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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:

Equivalent to graduation from a regionally accredited four-year college or university with a degree in electrical engineering or a related field, and three (3) years of experience in the design, installation, maintenance and administration of complex audio visual systems and related equipment.

Experience in the design and administration of managed audio visual systems using Extron control components and experience implementing and managing Extron Global Viewer Enterprise management software is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Extron XTP Systems Engineer Certification
- Extron Control Professional Certification
- InfoComm CTS Certification

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting as well as outdoors and in equipment rooms and use standard office equipment, including a computer; to operate a motor vehicle and 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. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment and to perform routine installation and maintenance of audio visual equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information and to install and maintain equipment. Employees must possess the ability to lift, carry, push, and pull equipment, materials and objects up to 150 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment, at construction sites and in the field with loud noise levels, cold and hot temperature conditions, inclement weather conditions, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes. Employees may interact with upset staff, students, members of the public and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Work a varied schedule of hours which may include early mornings, evenings, weekends and holidays at a variety of locations both on and off campus.