

SUPERVISOR, BROADCAST AND PRESENTATION SERVICES

DEFINITION

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of a major function of the Technical Services Department, including production of video, audio, media, and broadcast productions for instruction, communications, and public information; oversees and participates in the design, installation, maintenance, and repair of audio and video equipment and systems; provides technical support to Presentation Services, Event Services, students, faculty, and staff on the use of equipment and systems; and performs related work as required. Establishes and recommends operating procedures for the display of closed captioning for Presentation Services as well as other on-campus video productions and presentations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Technical Services. Act for the Director, Technical Services in the Director's absence. Exercises direct and general supervision over assigned staff. Trains, supervises and evaluates the performance of assigned personnel.

CLASS CHARACTERISTICS

This is a full supervisory-level classification responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff involved in video, audio, media, and broadcast production. Incumbents are expected to independently perform the full range of production duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Director, Technical Services in that the latter oversees the entire department, programming and administration of the Performing Arts Center, and has ultimate responsibility for organizing, assigning, supervising, and reviewing the work of all staff involved in its operations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Ensures proper video, colorimetry, audio, closed caption encoding and decoding, and operation of television studio and integrity of master control operations.
- Supervises and participates in the design, installation, configuration, operation, modification, and maintenance of television and radio production facilities, including broadcast studios, transmitters, and related lab studios; monitors land mobile and broadcast systems for indications of potential failure; ensures related activities comply with established standards, policies, and procedures.
- Supervises and provides hands-on technical operations support for pre-production and production planning activities in the television studio, video editing facilities, duplication facilities, captioning facilities, master control and satellite operations facility, and mobile television production facility.
- Supervises the planning and performance of video, audio, media, and broadcast post-production tasks and projects, including captioning as necessary.
- Researches, interprets, applies, and ensures compliance with federal regulations pertaining to assigned area of responsibility, including Federal Communications Commission (FCC) and copyright laws; recommends and implements changes to District and departmental policies and procedures.

- Supervises and works in collaboration with faculty and staff to produce a variety of informational and instructional video, audio, media, and broadcast products.
- Plans, organizes, assigns, supervises, and reviews the work of support staff in the Technical Services Department; trains staff in work procedures; provides policy guidance and interpretation to staff; completes employee performance evaluations and works with employees to correct deficiencies; recommends and implements disciplinary procedures; assists in selection and promotion.
- Monitors activities of the assigned work unit; recommends improvements and modifications on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs with appropriate justifications, as required; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Stays abreast of new trends and innovations in production operations and services; researches emerging products and enhancements and their applicability to District needs; makes recommendations considering budget, installation, training, and operational perspectives.
- 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.
- Prepare and review records and reports related to Broadcast, Presentation, Performing Arts and Event Services including purchase, service requests and time sheets as required.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices, procedures, techniques, tools, and materials used in the design, installation, operation, maintenance, troubleshooting, diagnosis, and repair of broadcast radio, television, and communication facilities.
- Production techniques and procedures for video, audio, media, and broadcast production and post-production, including captioning of materials as needed.
- Television engineering and operations.
- Maintenance and operation of a wide variety of technical equipment used in video, audio, media, and broadcast productions.
- Theory and practice of electrical, electromechanical, and electronic principles in the fields of video and audio communications and radio frequency transmissions.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area to which assigned, including FCC, ADA, and copyright rules and regulations.
- Principles and procedures of record keeping and report preparation.
- Proper storage and care of equipment and tools.

- Standard office practices and procedures, including the use of standard office equipment and computer applications related to the work.
- 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:

- Plan, organize, coordinate, and direct a comprehensive audio and video services, activities, and programs.
- Supervise and produce original video, audio, media, and broadcast production in support of instructional and non-instructional programs.
- Supervises and participate in the design, installation, configuration, operation, modification, and maintenance of broadcast radio and television facilities and public safety communication facilities.
- Supervise and participate in inspecting, troubleshooting, diagnosing, and resolving television, radio, and communication problems and malfunctions.
- Operate specialized maintenance and repair equipment, tools, and heavy equipment, such as electronic and acoustic instrumentation, forklifts, and trucks.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Work with technical and non-technical faculty, students, and staff to develop and implement video and audio of instructional and District related products.
- Collect, interpret, summarize, and present information in an effective manner.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations.
- Maintain accurate logs, records, and basic written records of work performed.
- Operate modern office equipment including computer equipment and software.
- 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.
- 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 that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college or university in video production or television broadcasting and five (5) years of progressively responsible broadcast engineering experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a valid Federal Emergency Management Training certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard video, audio, media, and broadcast production setting and use standard equipment, including a computer, cameras, lighting equipment, and recording, editing, and duplicating systems; operate a motor vehicle and visit various District 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 above-mentioned equipment. Positions in this classification bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in production activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing up to 50 pounds, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in standard video, audio, media, and broadcast production environments with moderate to loud noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; may be exposed to electrical hazards. Employees may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.