

## Job Description

**Title:** Assistant Director, Audio Visual Services (*Previously, Manager, Technical Services Engineering*)  
**Unit:** Management  
**Range:** 16 (*previously 14*)  
**Committee Review:** 3/7/2023  
**Synopsis:** Reclassification Job description update, Title change

### Rational

A reclassification request was submitted by the employee. Management Steering recommends a title change, an update to the job description and salary to better reflect the responsibilities, scope and function of the position. The scope of the Audio Visual department has grown significantly over the last six years and continues to grow with the infusion of scheduled maintenance funding. Over the next five years, the AV department is on track to replace over \$4,000,000 of outdated AV technology, some of which were installed before the Incumbent was in his current position. This scheduled maintenance replacement scope was directly responsible for adding a Special Project Director (M-13) to the AV team and under the Incumbent's supervision. This scheduled maintenance scope adds another layer of increased responsibilities and oversight that he and his team must manage along with all the ongoing new construction projects.

### Incumbent

1 incumbent

**MANAGER, TECHNICAL ASSISTANT DIRECTOR, AUDIO VISUAL SERVICES  
ENGINEERING**

**DEFINITION**

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all ~~engineering functions and activities of the Technical~~ **Audio Visual** Services ~~department~~ **Unit**, including classroom AV technology support, AV system design for all facilities on campus, **equipment consulting and purchasing support**, and advanced technology support for the ~~Broadcasting and Performing Arts Operations units~~ **campus**, manages the effective use of District and department resources to improve organizational and instructional productivity, support of new learning technologies and customer service; provides **advanced technical system design and management for the District's projects**, 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~~ **Audio Visual** 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)**

1. Plans, manages, and oversees the daily functions, operations, and activities of the ~~Presentation~~ **Audio Visual** 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.
2. ~~Supervises~~ **Oversees and directs** 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.

3. Oversees, determines and recommends equipment, materials, and staffing needs for the 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.
4. Assumes project management responsibility for assigned area within designated construction, special event, and campus projects.
5. Confers with District departments regarding budget requests for technology improvement projects; develops project requirements. Drawings, and preliminary cost estimates for projects to be used in establishing guidelines for contract architect and engineers.
6. Directs, manages and administers requests for AV technology installation, modification and replacement for District buildings and facilities from project definition and request for proposals through the construction phase and warranty period.
7. Coordinates approvals of material and shop drawings, review and recommends change orders and progress payments on projects; maintains project administration files.
8. Coordinates design teams, implementation team, contractors, engineers, estimators, and inspectors; may provide direction and supervision to others in the completion of assignment.
9. 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.
10. Participates in the development, administration, and oversight of the assigned budget; controls and authorizes expenditures in accordance with established limitations.
11. 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.
12. Directs and participates in the preparation and maintenance of various narrative and statistical reports, records, and files related to the assigned technology operations, services, projects, personnel, financial activities, and assigned duties.
13. 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.
14. ~~Selects, trains, motivates, and directs~~ Assists with the selection, training, motivation, and direction of department 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.
15. 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.
16. 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.

17. ~~Advises,~~ **Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).**
18. **Oversees, leads, and** ~~provides guidance, and prepares~~ **quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.**
19. **Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.**
20. **Implements, enforces, supports, and abides by federal, state, local policies, Board and Administrative policies and procedures.**
21. **Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.**
22. **Prepares** and delivers **DEISAA minded** ~~presentations on issues pertaining to the audio visual technology and infrastructure operations and services.~~ **related to assigned areas as required.**
23. ~~Maintains and directs the maintenance of working and official departmental files.~~
24. ~~Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.~~
25. ~~Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.~~
26. ~~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.~~
- 27.
28. Performs other related duties as assigned **consistent with the scope of the position.**

## **QUALIFICATIONS**

### **Knowledge of:**

1. **Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.**
2. **Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.**
3. 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
4. Administrative principles and practices, including goal setting, program development, project management, implementation, and evaluation.
5. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Principles and practices of audio-visual system engineering and management.
8. ~~Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.~~

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.~~
11. Modern office practices, methods, and computer equipment and applications.
- ~~12. English usage, spelling, vocabulary, grammar, and punctuation.~~
- 13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.**
14. Techniques for providing a high level of customer service by effectively ~~dealing~~**interacting** with the public, vendors, students, and ~~District~~**College** staff, including individuals of various ages, disabilities, **various** socio-economic, and ethnic groups.

**Skills & Abilities to:**

- 1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty and staff.**
- 2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.**
- 3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.**
- 4. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy**
5. Provide administrative, engineering and professional leadership and direction for assigned operations and activities.
6. Prepare and administer project budgets; allocate limited resources in a cost-effective manner.
7. Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of audio-visual systems on campus.
8. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
9. Plan, organize, direct, and coordinate the work of professional and technical personnel as well as contractors and consultants; delegate authority and responsibility.
10. Select, motivate, and evaluate the work of staff and train staff in work procedures.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
12. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
13. Manage complex engineering projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
14. Establish and maintain a variety of filing, record keeping, inventory and tracking systems.
15. 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.
16. Operate modern office equipment including computer equipment and specialized software applications programs.
- 17. Use English****Communicate effectively through various modalities.**
- ~~18. Learn and apply emerging technologies and, as necessary, to communicate~~**perform duties** in person, over the telephone**an efficient, organized,** and in writing.
- ~~19. Understand scope of authority in making independent decisions.~~

20. **timely manner.** Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; **understands scope of authority in making independent decisions.**

21. .

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 graduation from a regionally accredited four-year college or university with a degree in electrical engineering or a related field, and ~~three~~
2. **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:**

1. Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
2. Extron XTP Systems Engineer Certification
3. Extron Control Professional Certification
4. 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**

**Board Approved February 17, 2016**  
**FLSA: EXEMPT**

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.