

The University of Texas at San Antonio

Job Description

Job Title: Manager, Audio-Visual Network Engineering Services
Code: 17519
Salary Grade: 63
FLSA Status: Exempt
Department/Division: OIT- Learning Technologies
Reports To: Director, Learning Technologies

Summary

- Function: To perform professional and technical work involved in managing technical operation and engineering activities. Work requires the exercise of considerable judgment in the interpretation of policy and procedures, scheduling production support, coordinating equipment maintenance, repair, acquisition and diagnosing and correcting operation problems.
- Scope: Responsible for managing, developing, directing, and evaluating all technical services, supervising all technical operations, and for insuring the integrity of all equipment, including supervising the acquisition, maintenance, repair and long-term planning for all equipment.

Duties

- Typical:
 1. Provides dedicated management and operational support during new construction projects requiring audio-visual and learning technology equipment.
 2. Prepares budgeting and forecasting assessments for departmental requests as related to the time and materials required for new projects and media system installations projects.
 3. Responsible for planning, assigning, scheduling, and directing technical personnel involved in the installation, operation, ongoing maintenance and support of AV system associated electronic and computer equipment
 4. Oversees and evaluates technical operations of assigned area; continually researches and evaluates new technologies and makes equipment purchase decisions.
 5. Design and coordinate with other departments to successfully install new and improved learning technology systems.
 6. Manages all aspects of learning space projects following University standards from initial design, through planning, equipment acquisition, implementation, vendor/contractor relations, testing, commissioning to

- classroom support. Manages project implementation; handles emergent issues with emphasis on time schedule; ensures tasks are completed within time deadlines and budgets.
7. Coordinates the technical operation and engineering activities; including setting technical standards supervising the maintenance, operation and repair to all equipment; and issuing technical staff assignments in support of service center activities. Works closely with designated clients/stakeholders regarding plan progress by identifying, tracking and reporting the key metrics/milestones during projects.
 8. Troubleshoot high level technical AV issues after issues have gone through proper escalation
 9. Responsible for the operation and maintenance and serve as the primary contact for the server based enterprise AV management system
 10. Perform other duties as assigned.
- Periodic:
 1. Monitor equipment performance and inventory; placing equipment purchases; maintains up-to-date knowledge of equipment and technical advances
 2. Coordination of repairs and onsite maintenance with third party vendors or service providers.

Education

Required	Preferred
Bachelor’s Degree from an accredited institution	Bachelor’s Degree in Education or Technology from an accredited institution.
Technical Training/experience may be substituted on a year to year basis.	

Other Requirements

Required	Preferred
Staff member serves as a key management team member for a department with 24x7 service requirements, and must be accessible via mobile device capable of voice and email communication (text messaging optional) during and after hours as a part of their typical job duties.	N/A
Criminal Background Check (CBC)	

Experience

Required	Preferred
Eight years of technical and management experience with audiovisual equipment installations, audiovisual equipment, video	Four years of direct project planning and managing of AV installation projects in new construction and remodel environments.

conferencing equipment and enterprise AV management systems.	
Four years of supervisory experience of AV installations personnel	Six years of supervisory experience of AV installations and support personnel
Certified Technology Specialist (CTS) Extron Control Specialist (ECS) Extron Control Professional (ECP)	Certified Technology Specialist-Installation (CTS-I) Certified Technology Specialist-Design (CTS-D)

Equipment

Required	Possible
Operational understanding of various audio-visual and video conferencing equipment.	N/A

Working Conditions

Usual	Special
Office environment Exposure to electrical currents associated with audio visual equipment	Occasional non-standard work hours required. Construction sites Work in lecterns, racks and above ceilings

Supervision

Received	Given
Overall review for effectiveness and efficiency.	Direct supervision of assigned staff.

Accuracy

Proficiency in all phases of the duties performed.
--

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.