

The University of Texas at San Antonio

Job Description

Job Title: Supervisor, Learning Technologies
Code: 18552
Salary Grade: 60
FLSA Status: Non-Exempt
Department/Division: OIT – Learning Technologies
Reports To: Director, Learning Technologies

Summary

- Function: To provide skilled technology assistance in the operation, maintenance and repair of hardware and software that is utilized in the learning environment. Assist in the programming of control systems and installation of technology in the learning environment.

- Scope: Responsible for the preparation, operation and maintenance of classroom and special event technology.

Duties

- Typical:
 1. Oversee staff responsible for the installation and maintenance of classroom technology used in the learning environment including but not limited to computers, projectors, monitors, audio systems, cameras, recording systems and document cameras in classrooms, labs and conference rooms.
 2. Work with faculty in the design, implementation, and training of technology solutions for various educational challenges.
 3. Load, reimage and test classroom computer images. Provides technical support and knowledge of classroom computers and/or a network to include setup of classroom computers on university network; installing and configuring classroom computer hardware and software; providing assistance to clients of the university; and administering, troubleshooting, and loading of requested software that has been approved by the university but is not standard on the classroom computer image.
 4. Coordinate scheduling of departmental distance learning and video conferencing facilities. Oversee staff that are responsible for the transmission of university supported distance learning facilities.
 5. Develop comprehensive special event layouts to meet the needs of the end user. Oversee staff that have been assigned to work university approved special events.

6. Train faculty, staff, students and visitors in the proper use and care of equipment and software in the learning environment.
 7. Assist in the overview of departmental computer reporting system in conjunction with leading the departmental inventory process for designated areas.
 8. Assist in the design and programing of classroom control systems. Perform routine maintenance on classroom control systems.
 9. Supervise Learning Technologies Specialists and part-time staff. Develop staff work schedules that will effectively meet the needs of the university and department.
 10. Perform other duties as assigned.
- Periodic:
 1. Deliver equipment to enhance the learning environment when not permanently installed
 2. Assist in large scale technology installation projects under the direction of management
 3. Communicate with faculty and staff regarding classroom technology issues, concerns, and updates

Education

Required	Preferred
Bachelor's Degree from an accredited institution	N/A
Technical Training/experience may be substituted on a year to year basis.	

Other Requirements

Required	Preferred
Criminal Background Check (CBC)	N/A

Experience

Required	Preferred
Five years of experience in the operation and maintenance of audio-visual equipment, computer hardware/software and wired/wireless networking.	Extron Control Professional (ECP)
Certified Technology Specialist (CTS)- InfoComm; Extron AV Associate Certification; Extron Control Specialist (ECS)	

Equipment

Required	Possible

Personal computer and standard office machines.	N/A
Knowledge of technology such as multimedia projectors, projection screens, wired/wireless microphones, sound systems, Windows/Apple computers, wired/wireless networking equipment and other applicable equipment.	

Working Conditions

Usual	Special
During departmental operational hours: <ul style="list-style-type: none"> • Usual classroom and lab environments. • Some exposure to hazards associated with electrical equipment. • Work is often performed with inadequate lighting. • The employee must occasionally lift and move 75 lbs. • The employee will be required at times to stand, walk, stoop, kneel, crouch and crawl. • The employee will be required to climb, move and work on ladders a minimum of twelve feet high. 	Overnight/late evening shifts. <ul style="list-style-type: none"> • Movement may be restricted by workspace. • Occasional work in areas of poor ventilation. • Occasional work at high heights. • Ability to go underneath buildings and in manholes for inspection of cables, installation and troubleshooting purposes

Supervision

Received	Given
Supervision received from the Manager, Learning Technologies.	Direct supervision of subordinate Learning Technologies Specialists and other assigned departmental personnel.

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.