

# Section 1 and 3 - Analysis of Unit PIE & Updates on Goals



## PIE - Administrative Services: Technical Services Manager

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**Division Mission Statement:** Customers will be satisfied with the scope, timeliness and cost effectiveness of support services offered by the departments of the Technical Services Division. The Division will be an advocate for the appropriate applications of technology for the enhancement of the support services provided by the Division. The Division will provide outstanding customer service for events, pioneer the appropriate use of new technology in support of College programs and upgrade and maintain technology systems already deployed on campus.

**Analysis of conditions and resulting plans, activities, resources, progress and critical decisions.:** \_

Event Services:

Event Services continued to provide service to the campus through the COVID closure. Advancements were made with the AudienceView custom app to assist with credit card sales, along with refining the Facility Rental Fee Schedule. Ongoing planning is happening for the upcoming demands due to new and expanded facilities. Lack of adequate staff along with insufficient ongoing funding to support event operations continues to be a multi-year problem. This is rapidly compounding now that Hilmer Lodge Stadium is open and events have returned. This facility is significantly more complex to operate than the previous one and needs a higher level of technical staff along with additional personnel to operate the facility. This trend will continue, but to a much higher degree when the Student Center opens in a year. 25Live, Workforce and AudienceView continue to expand their implementation and usage throughout the campus. The department need a System Analyst in order to adequately meet the user demands of those systems. At present, Event Services is also the sole administrator of the Cleared4 COVID compliance tracking system, with the longevity of that system unknown at this point. Event Services is also taking the lead with rolling out COVID testing on campus. There are several vacant positions in the department that are making this additionally challenging.

There has been much planning for new staff to operate new facilities such as the Stadium, Heritage Hall, and the Student Center. It is critical to the success of those facilities that additional staff be brought on to provide support. Event Services operates a minimum of six days per week, sometimes seven. This level of operation requires a higher level of staffing that other departments that operate only five days per week.

The Assistant Director, Technical Services position needs to have the salary range updated to encompass additional job scope and parity with other Associate Dean/Dean positions and structure. This position has seen significant growth in the number of facilities, events, and campus initiatives supported since its creation in 2016. Operation of the Stadium, Student Center and Heritage Hall are net new responsibilities, along with oversight of 25Live for campus scheduling and utilization. Especially with 25Live, this position impacts all areas on campus, and is closely linked with forecasting utilization, which impacts enrollment. Updating the salary on this position will align it with the existing Dean/Associate Dean salary structure for internal parity. Recommended range is M19.

Audio Visual Services:

Audio Visual Services did a tremendous amount of work during the COVID closure. The campus closure allowed the team to complete a significant amount of work on the newly constructed Hilmer Lodge stadium. The group also provided countless hours of Zoom support, both for the switch to an online platform and for ongoing webinar support. Upon return to campus, the team went through all classrooms and verified system functionality. Some rooms needed to be visited twice due to unreliable power on campus and widespread outages.

The campus network camera management server is now installed and functional. Managing network video cameras is not something that any department has handled at Mt. SAC. This is now being housed in our Audio Visual Department. There are currently 150+ cameras with an additional 75+ slated for the next year due to new construction. Cameras are being integrated in all new construction projects and retrofit into some existing locations for operational, security and instructional purposes.

The quick expansion of numerous construction projects has placed a huge burden on the AV team to keep up with demand. Additional consultant support has been obtained for some of the large projects, but this does not address the backlog of other small new-construction and renovation/replacement projects. Measure GO funding was approved last year to replace the oldest of classroom projectors, but that work has not been able to start due to a lack of sufficient staff. The AV team can not keep up with the backlog of support requests and failed equipment falls to the bottom of the list to meet construction timelines for other needs. Lead engineer, technician, and administrative support is all needed for this unit.

The Manager, Technical Services Engineering position that oversees the Audio Visual Services operation needs the title, description, and salary updated due to added scope, and to align the title with the department being managed. There has been a significant increase in job scope since the creation of this position in 2015 and this position impacts nearly every department and area on campus. When this position was created, there were approximately 250 classroom AV systems on campus, 4 digital signage systems, no integrated audio/paging, no Alertus installations and network cameras were not under this position. There are now over 525 AV systems, 40 digital signage systems, Alertus in 10 buildings and in all new construction projects, integrated audio distribution and paging across campus, and a central camera system, soon to contain over 250 cameras. This position oversees AV system design in all new construction projects and numerous upgrades and new installations across campus, along with technical support for the 525+ AV systems on campus. Recently, this position is now overseeing a rapidly growing security camera infrastructure on campus. Additionally, this position needs to be elevated to be equitably aligned with the Manager, Technical Support Position at M16.

#### Broadcast Services:

Broadcast Services had a retirement this past year and completed a successful recruitment for a replacement. The department is gearing up to increase delivery times for video projects, and the new staff member is proving to be quite talented and a fast worker. Hiring a Lead Broadcast Engineer failed for a second time. The salary is significantly below the industry union minimum rate. Increased funding was approved, but the salary increase needs to go through the Classification Committee process, which is extremely lengthy.

The communications tower replacement project is underway and expected to complete in 12-18 months. This will allow the KSAK radio transmitter to return to campus which will save tower rental costs, and make it possible to hear the station on campus.

The two way radio upgrade project is nearly complete. This represents a long-running project that will be a significant operational and safety improvement to the campus.

Overall, this department is poised to grow in the next 3-5 years.

#### Performing Arts Operations:

The Performing Arts team was a dependable resource to help out the other areas of Technical Services during the COVID closure. The team was also valuable in commissioning the stadium to be able to hold commencement in June. As the campus is back in operation, the group is continuing to support events at the stadium due to the increased system complexity over the last facility. Event Services does not have high-level technical positions, so the PAC team has had to supplement operations. This will not be a viable model as there are often conflicting events at the stadium and Performing Arts Center.

We will look to the PAC team to help with outfitting and commissioning the Student Center, and with some operational aspects of the facility. Through this, we will look to see how if this team needs to be adjusted to meet the growing operational needs of events on campus and these new facilities.