

ASSISTANT DIRECTOR, AUDIO VISUAL SERVICES

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all functions of the Audio Visual (AV) Services 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 campus, manages the effective use of College 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 College's projects, provides highly complex and responsible support to the Director in areas of expertise. Coordinates and ensures appropriate management, support, and direction of all staff in the Audio Visual Services unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. 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 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.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of the 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. 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 College 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 College 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.
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.
14. 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 procedures; responds to staff questions and concerns.
15. Oversees the administration and maintenance of the College's Audio Visual infrastructure; researches, recommends, and approves College Audio Visual technology related purchases; provides implementation support; develops audio visual systems strategies to plan for and control upgrades and growth; develops current and future technology standards; evaluates and implements new

- technologies; 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. 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 high-level 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, and local policies and Board Policies and Administrative Procedures.
 21. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
 22. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
 23. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. 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.
3. Administrative principles and practices, including goal setting, program development, project management, implementation, and evaluation.
4. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Principles and practices of audio visual system engineering and management.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
8. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Provide administrative, engineering, and professional leadership and direction for assigned operations and activities.
5. Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of audio visual systems on campus.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Plan, organize, direct, and coordinate the work of professional and technical personnel as well as contractors and consultants; delegate authority and responsibility.
8. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Manage complex engineering projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
11. Establish and maintain a variety of filing, record keeping, inventory and tracking systems.
12. 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.
13. Communicate through various modalities.
14. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. 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.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to four-year degree from a regionally or nationally accredited four- year college or university with major coursework in electrical engineering or a related field; and

2. Three (3) years of experience in the design, installation, maintenance, and administration of complex audio visual systems and related equipment.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

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 College 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. Incumbents 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

Incumbents 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. Incumbents may interact with upset staff, students, members of the public and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

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.

Amended: 8/2023