

DIRECTOR, MEDIA SUPPORT SERVICES

GENERAL STATEMENT:

The Director of Media Support Services is responsible for the design, planning, organization, purchasing, implementation, maintenance, personnel supervision and support of the area of Media Services including smart rooms, video projection systems, web programming and design, and creation of electronic media.

REPORTS TO:

Vice President of Information Technology Services

OCCUPATIONAL GROUP:

Professional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Bachelor degree preferred, Associate degree, certificate, related work experience will be considered.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

The Director of Media Support Services should have a minimum of 3 years increasingly responsible experience successfully managing complex business activities in a technical environment including budgets and projects with challenging strict deadlines.

OTHER:

- Strong analytical skills, with the ability to develop compelling strategies, business cases and plans
- Ability to influence people across a range of junior and senior levels of management
- Excellent project management skills - highly organized and disciplined
- Excellent interpersonal and communication skills, with a high level of personal and professional integrity. Able to listen effectively, inspire trust and influence
- Self-starter, requiring minimal direction and an ability to juggle multiple priorities simultaneously and to take the initiative
- An innovative and creative thinker; not afraid to try something different and inspire others to follow suit
- Demonstrated ability to work under pressure, meet deadlines and deliver results
- Ability to combine attention to detail and an understanding of the intended audience's needs to deliver engaging, high-quality and well-polished web, video and other applicable deliverables as requested by the various departments at TVCC.
- Conversant in common technologies used for Media Services, i.e. LED panels, LED projectors, sound mixers, microphones, sound amplifiers and smart room podiums
- Understand the role 3rd party vendors play in inter-campus broadband data communication
- Demonstrated experience of creating and managing a budget

DUTIES AND RESPONSIBILITIES:

- Responsible to the Vice President of Information Technology Services to oversee day-to-day operations of the Media Support Services team.
- Effectively manage and motivate team of
 - Multimedia Specialists
 - Videographer(s)
 - Web Designer(s)
 - Web Programmer(s)
- Employee supervision responsibilities over Media Support Services staff and student employees and/or provides process and project leadership.

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- Provides performance feedback and assists employees with plans for development and training.
- Creates work standards for Media Support Services and holds individuals accountable for completing assignments.
- Source and analyze information, both internally and externally, to make informed decisions
- Work effectively with people at all levels, both internally and externally
- Develop in-depth knowledge of the organization’s various disciplines, processes and services to help identify and facilitate the implementation of operational improvements within the web and media team
- Oversee production of well-polished, engaging deliverables for the various departments at TVCC.
- Provide a single point of contact for prioritization and management of client projects - working with all the stakeholders to assemble the project team, assign responsibilities, and develop schedules to ensure timely completion of milestones
- Continuously monitor industry trends, technologies and standards and be able to research, recommend and apply new technologies as they emerge.
- Set quality standards and service level agreements for the Media Support Services department.
- Ensure adherence to copyright regulations and policy as perceived by TVCC.
- Adhere to TVCC and Information Technology Services policies and procedures.
- Other duties as assigned by the Vice President of Information Technology Services.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- May require travel to and from other TVCC campuses.
- Repetitive hand motions and prolonged use of computer.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee’s Signature

Date

Supervisor’s Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 1/26/2015

Revised: 1/27/2015