



## TECHNOLOGY RESOURCES SUPERVISOR

**SALARY GRADE:** [C4-67](#)

### DEFINITION:

Under the direction of an assigned supervisor, coordinate and manage the daily operations of the Technology Resources Group, including, but not limited to the college website, streaming video services, web content development, on line course management systems, engineering design and technical support for on line and on campus instructional technologies, scripting, production and editing of instructional television broadcasts and webcasts and web-based multi-media projects. Serve as a liaison with faculty and staff regarding design, production, and delivery of instructional multimedia projects; train and provide work direction and supervision to assigned staff and student employees.

### EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide vision, creativity, and leadership to the Technology Resources Group and to college-wide efforts related to learning technology infrastructure and technology based learning tools.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes in State regulations.
8. In cooperation with the Director of Marketing, direct and manage the main De Anza College website; monitor web content for ADA compliance and usability.
9. Direct and manage the design, implementation and daily support for distance learning course servers.
10. Direct and manage software development projects for specific campus needs (i.e. ECMS, SOVS, Searchable Captions).
11. Direct and manage broadcast engineering design projects and specialized, multi-media classroom design projects; technology design, maintenance and support services for specialized academic multi-media systems and facilities (i.e. Film/TV, VPAC, Kirsch Video on Demand, etc.).
12. Develop technology project plans; manage technology projects to ensure effective use of staff and college resources, timely delivery and effective implementation.

13. Plan and implement emerging media technologies to support faculty throughout the college; oversee the development and acquisition of resources for interactive video conferencing, internet (web) based video delivery, broadcast/cablecast services, and other related delivery methods.
14. Serve as an expert advisor to faculty, staff, administrators and the community regarding learning technologies; facilitate the development and implementation of new learning technologies and delivery systems.
15. In cooperation with Staff Development, identify needs for technology training programs; assist Staff Development with selection of topics and trainers relevant to distance, hybrid and multi-media instruction.
16. Collaborate with senior staff, District staff and ETS management regarding technology projects and policies related to the use of campus technologies to maintain integrity, effectiveness and security of systems used by college faculty, staff and students; consult with appropriate administrators, faculty, and staff to develop, recommend, implement, and support instructional and student services technologies delivered on line and on campus.
17. Supervise and coordinate the production of video based college courses, live or on demand webcasts, college promotional productions, and web delivered audio or video content; in cooperation with the Production and Broadcast Coordinators, produce and direct instructional video productions, webcasts and interactive videoconferences as needed.
18. Specify or approve all production and postproduction related equipment, including servers, software, broadcast equipment, editing systems, compression systems, lecture capture systems, studio facilities, sound recording equipment and related equipment needs.
19. Represent De Anza College and The Technology Resources Group to the general public, Community Colleges, State Colleges, community groups and agencies, including city councils and commissions, and serve on appropriate College and/or District committees, as well as regional and statewide committees.
20. Negotiate and contract with public users of the studio, equipment, personnel, and/or production services of the Technology Resources Group.
21. Prepare and oversee all department budgets; oversee the accounting, billing, charge-backs, time cards, and record keeping related to the operation of the Technology Resources Group.
22. Perform other related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Broadcast/cable television production requirements including FCC, copyright regulations, and insurance and legal issues.
2. ADA (Americans with Disabilities Act) requirements for websites, and for on line or broadcast video.
3. Copyright and Fair Use policies as they relate to the delivery of instructional content.
4. FERPA (Family Educational Rights and Privacy Act) and the importance of the role of security regarding the handling of private student data.
5. Video and web based multimedia streaming production and development, including script writing, production design and video editing.
6. Instructional design and technology models, best practices and procedures.
7. Current television/multi-media production equipment including studio production, remote production, non-linear computer based edit systems, video compression for the web, and web based transmission and delivery systems.
8. Desktop computers, tablet computers, web and video servers.
9. Marketing and public relations.
10. Accounting principles and procedures.
11. Budget preparation and control.
12. Principles and practices of supervision and training.

13. Oral and written communication skills.
14. Record-keeping techniques.
15. Interpersonal skills using tact, patience and courtesy.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Design and produce video or audio content to meet educational objectives.
3. Manage the design and implementation of web-streaming technologies.
4. Operate various computers, testing equipment and software, mechanical, hand, power tools, and other related equipment.
5. Maintain current knowledge of technological advances in the field.
6. Meet schedules and timelines.
7. Prioritize and schedule work.

**Education and Experience**

Any combination equivalent to:

1. Bachelor's degree in Telecommunications, Instructional Design, Instructional Technologies or related field.
2. Five (5) years progressively responsible experience in a telecommunications facility or on line multi-media production unit, one year of which was in a supervisor capacity.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Occasional work outdoors.
3. Noise from server rooms.
4. May include travel to conduct work.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard, video equipment, and tools.
3. Vision to read various materials.
4. Reaching overhead, above the shoulders and horizontally.
5. Sitting for extended periods of time.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 50 lbs.

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