



Job Description

Job Title: Senior Manager - Visual Media Support Services

JTC: CQC

Salary Range: N06

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Provides guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries in order to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and models integrity in decisions, communication and treatment of all individuals internal/external to the college community. Protects the privacy and confidentiality of employees, students and others. Creates a work environment that embraces and appreciates diversity. Enables employees and/or students to grow and succeed through positive feedback and instruction.

Maintains consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Clarifies and communicates performance expectations, objectives and roles, effectively transmitting ideas, instructions and information through clear, concise written and verbal communication. Makes decisions that are based on thorough analysis of issues and uses sound judgment. Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community. Must be able to provide excellent customer.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Requires the ability to lift and carry moderately heavy equipment and materials weighing up to 50 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associates degree plus five (5) years' experience in educational resources or multimedia production services. Official transcripts are required. Special licenses or certifications may be required depending on the nature of the position. Must have valid driver's license if traveling to off-site locations. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the management, long range strategic planning and development of educational resources and support of media services including media distribution, faculty multimedia production, audio-visual production and classroom technology support etc. Ensures that all hardware, operating systems, software and procedures align with organizational standards and strategic business plans by inspecting all media base equipment that is set up for classroom or event.

Oversee and assign help desk tickets for classroom support and campus events. Manages and configures layout for campus digital signage. Delivers multimedia services to the campus classrooms, set up of presentation venues and offsite campus support. Directs the activities of the digital and graphics department including the development of informational and promotional materials including brochures, flyers, posters and related materials.

Represent and sit on numerous committees as the IT/Media representative for campus events and supports off campus group events such as Black Girls Code, City of Lancaster, Sister 2 Sister etc. Directs the activities of the studio, record and edit video production, and videoconferencing classrooms and technical support for the Performance Hall. Responsible for evaluation, acquisition, repair and installation of educational technology and presentation equipment.

Identifies, develops, and implements new instructional equipment related to educational technology, video, digital imaging, and graphics production. Works with faculty to maintain and develop the permanent collection of instructional materials. Develops operational procedures and guidelines for the department. Meet with individuals from diverse backgrounds and provides cross-training for staff from different departments.

Attend conferences to see and test new media technology, network with other colleges and universities and stays abreast of new developments in educational, information, and multimedia technologies. Prepares and maintains reports, records and analyzes findings to provides data used for a variety of purposes. Serves as liaison to district teleconferencing facility.

Plan budget and oversee the upgrade of classrooms converting from analog to digital. Supervision: Responsible for the selection, training, coaching, evaluation and development of assigned staff. Must complete required DCCCD Professional Development training hours per academic year. Must have



excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.