



DEN Instructional Operations Manager

Job Description

JOB INFORMATION

Job Code:	175119
Job Title:	DEN Instructional Operations Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Distance Education - Technical
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Supervises staff and daily operations for the Distance Education Network (DEN) Instructional Operations department. Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing), and delivery of e-Learning Systems. Plans, designs, analyzes and installs instructional systems in classrooms based on department instructional needs. Provides specific technical expertise to faculty, staff and students in areas such as instructional operations and e-Learning services. Manages operations and administrative functions that include staff supervision, budget development and administration assistance, policy and procedure development, short and long-term planning and quality assurance.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Related graduate study	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Management level experience with e-Learning Systems and services.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience with capturing and delivering e-Learning Systems (via web and other electronic formats) and providing interactive conferencing set-up and support (e.g., web, phone, audio/visual conferencing).
X		Experience with planning, designing, and installing instructional systems in classrooms.
X		Knowledge of support of instructional operations and technologies inside the studio classroom, such as computers, electronic boards, and other interactive conferencing technologies.
X		Knowledge of computing environments and specific support for e-Learning hardware and software.
X		Knowledge of Microsoft Windows Media technology and Real Networks streaming services essential.
X		TCIP/IP based networking and computer support and troubleshooting experience.
X		Knowledge of networks and digitizing process.

Other Job Factors

- Working Conditions: Occasional bending, reaching, climbing; occasional exposure to adverse conditions

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages daily operations and delivery of services for the Instructional Operations department. Plans, designs, analyzes, and installs instructional systems in classrooms based on department instructional needs. Provides specific technical expertise for functions supervised. Sets and communicates priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance review and recommends changes as appropriate. Oversees and ensures routine operations equipment maintenance is performed. Directs complex projects and provides technical assistance to others as needed. Resolves problems referred by staff.				
Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Assists and trains faculty, staff and students in using instructional classroom technologies, such as computing devices, document cameras, and video conferencing systems. Conducts hands-on-training sessions, instructional classes and/or other training methods. Interfaces with instructors to ensure good operation of live and recorded courses. Collaborates with other units to schedule classes and improve access to and maximize use of computing resources.				
Develops short and long-term goals and objectives and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance goals.				
Coordinates with vendors to obtain proposals for purchases of hardware, software and/or technical services. Analyzes proposals and makes purchase and/or technical services recommendations. Analyzes user needs and evaluates new products. Ensures functionality of purchased equipment. Monitors and assesses quality of external vendor services and relationships.				
Develops and implements department policies and procedures. Develops documentation as needed. Manages the dissemination, interpretation, and application of policies and procedures. Ensures policies and procedures are in compliance with applicable regulatory requirements.				
Assists in the development of the department budget. Controls and/or monitors department expenses. Provides financial status reports, projections, recommendations and/or analysis as required.				
Serves as a primary source of information regarding department services. Links department with other Engineering departments, university offices and/or external organizations to ensure services are effectively coordinated.				
Ensures the establishment and maintenance of software and documentation libraries and inventories. Ensures the maintenance and updating of lists of software and hardware needs for all courses.				
Maintains currency in new developments and technologies. Conducts research on new technologies, as requested. Makes recommendations based on research findings.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.