



Distance Education Operations Engineer I Job Description

JOB INFORMATION

<i>Job Code:</i>	175011
<i>Job Title:</i>	Distance Education Operations Engineer I
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student and/or temporary workers.
<i>Job Family:</i>	Distance Education - Technical
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Maintains, operates, upgrades, and services the distance education department equipment. Provides support for instructional studio classrooms, studio control rooms, portable studio systems and capture and delivery systems related to e-Learning Systems such as audio-visual systems, portable systems, computer equipment, teleconference equipment, instructional classroom equipment, television broadcasting, and digital broadcasting.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
X		Specialized/technical training	
	X	Specialized/technical training	
	X	Associate's degree	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience with the maintenance, modification and operation of instructional classroom equipment, audio-visual systems related to capture and delivery for e-Learning Systems and interactive technologies.

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 (web, phone, and audio/visual conferencing).
X		Knowledge of support of instructional operations and technologies inside studio classrooms, such as computers, electronic boards, and other interactive conferencing technologies.
X		Knowledge of computing environments and specific support for e-Learning hardware and software. Knowledge of Microsoft Windows Media technology and Real Networks streaming services essential.
X		TCIP/IP based networking and computer support and troubleshooting experience. Knowledge of networks and digitizing process.
	X	Experience with design, construction, and maintenance of distance learning systems including television broadcast, teleconferencing, inter/intranet applications, and video production.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Maintains, operates, upgrades, and services instructional classroom equipment, audio-visual systems related to capture and delivery for e-Learning Systems and services, and interactive technologies (e.g., portable systems, computer equipment, teleconferencing equipment, instructional classroom equipment, television broadcasting, and digital broadcasting).				
Coordinates set-up and maintenance of portable systems, including instructional classroom equipment and audio-visual systems related to capture and delivery for e-Learning Systems.				
Troubleshoots equipment malfunctions. Ensures correct adjustments and operation of classroom equipment and webcast computer equipment including network quality. Conducts preventive maintenance of instructional equipment. Arranges for vendor repairs, adjustments or returns, as needed.				
Assists in the on-going support of computer environments campus-wide, with special efforts geared to the instructional classrooms.				
Assists faculty, staff and students with problems. Works with specialized equipment and applications. Assists in training faculty, staff and students and/or other users.				
Establishes and maintains software and documentation libraries and inventories. Maintains and updates list of software and hardware needs for all courses.				
Assists in the development of user procedures and security procedures.				
Stays informed of new technologies and hardware to improve quality of distance education operations. May make recommendations as appropriate.				
Gathers financial data in a limited area, such as materials and supplies as requested.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.