



Distance Education Operations Specialist Job Description

JOB INFORMATION

<i>Job Code:</i>	175112
<i>Job Title:</i>	Distance Education Operations Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Distance Education - Technical
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides distance education training and technical support for control room and post-production operations. Provides training and support of instructional technologies for both portable and in-studio classroom delivery of synchronous and asynchronous e-Learning Systems and services. Edits programs, as assigned. Contributes to the establishment and maintenance of software and documentation libraries. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.

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	

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		2 years	
	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 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). Operations level experience with e-Learning Systems and services.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
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.
X		Knowledge of Microsoft Windows Media technology and Real Networks streaming services.
X		TCIP/IP based networking and computer support and troubleshooting experience.
X		Knowledge of networks and digitizing process. Knowledge of video and editing systems and processes.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures smooth operation of live and recorded courses by distance education instructors. Provides instructor, interactivity, and capture support for classroom activities and related peripherals, including computers, electronic boards, webcast encoder applications, cameras and interactive technologies. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.				
Interfaces with instructors and other staff to provide instructional support, capture and delivery through audio-visual systems, and interactive conferencing set-up (e.g., web, phone, and video conferencing portable capture systems). Supports all instructional activities related to facilities and portable equipment usage.				
Provides post production support and editing of video and audio recordings of courses and professional program offerings.				
Interviews and recommends new hires. Trains, schedules, and assigns work to staff and/or student workers, as required. Provides feedback and guidance, as needed.				
Participates in the development of documentation, user policies and procedures, and/or security procedures.				
Plans and conducts hands-on training sessions on such topics as hardware and software applications including related policies and procedures for faculty, staff and students. Schedules faculty, staff and/or student training sessions.				
Collaborates with other units to improve access to and maximize use of computing resources.				
Establishes and maintains software and documentation libraries and inventories. Maintains and updates list of software and hardware needs for all courses.				
Performs file conversions and edits as needed for faculty provided materials.				
Implements updates and changes to the class recording schedule. May coordinate schedule updates and changes as needed.				
Performs routine operations equipment maintenance and troubleshooting.				
Stays informed of new technologies and hardware to improve quality of distance education operations. May make recommendations as appropriate.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.