



# Assistant Director, Coliseum Technical Operations Job Description

## JOB INFORMATION

<i>Job Code:</i>	133212
<i>Job Title:</i>	Assistant Director, Coliseum Technical Operations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

## JOB SUMMARY

Directs technical operations staff and vendors, oversees completion of technical tasks, and defines and manages technological capital projects at Los Angeles Memorial Coliseum. Responsible for the management and oversight of budget and planning for the technical infrastructure worth millions of dollars. Recruits, hires, and trains all Coliseum IT, networking, and audio/video employees. Directs all aspects of Coliseum wired and wireless local area networks (LANs) which are separate from the university. Manages and monitors all network components, oversees upgrades, and provides support for technical products and services. Defines and implements digital security policies and procedures, and establishes and maintains systems and training projects to provide a safe working environment. Helps develop technical operations goals that support the Coliseum strategic business plan.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		

### Additional Education

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

<input checked="" type="checkbox"/>	Combined experience/education as substitute for minimum education
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### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
	X	7 years		

### Additional Work Experience

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

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly relevant experience supervising technical staff.
X		Thorough knowledge and experience in local area network (LAN) and WiFi systems and administration.
X		Strong understanding of computer networking and security principles.
X		Demonstrated interpersonal and communication skills - oral and written.
X		Excellent customer service orientation and ability to produce documentation for operations or event planners and promoters.
X		Understanding and working knowledge of operations and maintenance at large venues.
X		Experience in the setup, execution and takedown of events.
X		Skilled at analysis, conceptualization and design, and problem identification and resolution.
	X	Experience in large venues or supporting athletic teams, and with venue IT technologies including point-of-sales and audio/visual, crowd management, scoreboard, and event management systems.
	X	Knowledge of the sports and entertainment industries.

## Other Job Factors

- No set schedule. Will need to work during most Coliseum events, including those on weeknights, weekends, and/or holidays

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages and oversees budget and capital planning for all Coliseum technical infrastructure worth millions of dollars, including audio/video, networking (wired and wireless) and telephonic systems. Plans, staffs and delivers the technical needs of Coliseum clients and event promoters across A/V, temporary network and telecommunication platforms. Assesses and organizes workload in logical manner to maximize efficiency and meet project deadlines.				
Directs, manages and oversees technical operations staff, contract and vendor management, and related subcontract vendors. Recruits, screens, hires, trains and evaluates all Coliseum IT, networking and A/V employees. Evaluates performance, provides guidance and feedback, and counsels and disciplines, as required.				
Directs all aspects of Coliseum wired and wireless local area networks (LANs) which are separate from the university. Partners with Auxiliary Services IT team to define Coliseum network requirements, manage and monitor all network components, functions, and performance, and oversee workstation and networked device support for Coliseum staff. Oversees the planning for employee workstation upgrades and transitions. Provides support for technical products and services, including help-desk management and delivery, ticketing systems, timekeeping, and other software.				
Works with Auxiliary Services and university IT teams to define, manage, and implement digital security policies and procedures regarding security cameras, recording systems, card-reader functions and more, meeting all federal, state, and university security requirements. Establishes and maintains systems and training projects to provide a safe working environment.				
Defines and manages IT, network and A/V capital projects for the Coliseum. Defines scope, assigns resources, reports status and resolves issues. Participates in the development of Coliseum technical operations goals and objectives, supporting the Coliseum strategic business plan. Implements and manages program deliverables necessary to meet strategic goals.				
Stays current on changes and trends in legal, regulatory, sports and technology environments that may affect operations. Ensures senior management, staff and relevant stakeholders are informed of any changes in a timely manner. Establishes and maintains appropriate network of professional contacts and membership with appropriate organizations and publications, attending meetings, seminars and conferences.				

**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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

**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.