

Job Description



Job Title:	Manager Presentation & Media Production Technologies
Department:	Information Systems & Technology
Reports To:	Director, Instructional Technologies & Media Services (ITMS)
Jobs Reporting:	Presentation Technologies – Senior Design & Integration, Presentation Technologies – Implementation & Support, Media Production Specialist, Presentation Technologies Specialist – Event Coordinator
Salary Grade:	USG 14
Effective Date:	June 2022

Primary Purpose

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning facilities and to offer technical assistance and services to help enhance course content and delivery in the classroom and online. This position is accountable to the Director, ITMS for the management of the people, technology, services, and processes that provide presentation, collaboration, and media production services to the University, within the Manager's unit and areas of expertise, as well as actively participating in that service. The Manager must work closely with other managers and customers to coordinate the implementation of projects not specific to any one manager's or customer's area of expertise. Managers perform industry research, make appropriate recommendations, ensure alignment of IT efforts, ensure best practices, serve as a senior resource to IST and the university, provide expertise, promote external partnerships, and supervise staff.

This position is accountable for the management, planning, strategic evolution and design, operations, infrastructure and services provided for digital media presentation systems, centrally managed video and collaboration technologies, and media production services. The Manager has responsibility for setting strategies and leading, planning, and evolving services in these areas, in consultation with users of these services and the Director. The Manager is responsible for the planning, procurement, and budgeting of centrally managed video and web collaboration software and regular maintenance, procurement, and rollover of the equipment that is used and/or installed within the mandate of this area. The Manager will also understand and plan for the future market trends and challenges.

The manager regularly interacts with other IST groups, academic support areas, faculties, design area representatives from different disciplines (e.g., electrical designers, building project managers, and architects), vendors and manufacturer representatives, and customers to develop strategies and to provide innovative, reliable, sustainable, and cost-effective solutions for presentation, production and collaboration technology applications necessary for teaching and learning, events and other activities. While the current mandate for this group is for teaching and learning, the manager will prioritize other requests outside of this space, based on current capacity and other criteria.

Digital Media Systems:

The digital media systems team provides specialized technical and customer services that include design, installation, programming, support, maintenance, and troubleshooting, where presentation systems such as audio, video, and other related technical systems are required. The Manager must have expertise in

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directing, researching, and designing digital media systems and integrations to meet current and evolving needs of teaching and learning and other presentation spaces.

Production Services (Studio and Events):

The production services team creates video and audio assets for faculty members and researchers, promotion and communications, and other University needs, with highest priority on instructional activities. Work is performed on other non-instructional production projects as capacity permits. Web casting and direct-to-broadcaster facilities are also provided and supported. The Manager will have technical expertise and project skills to take on or allocate tasks within this area and provide consulting when required.

Video and Collaboration Technologies

The video and collaboration technologies team provides campus expertise and evolution of the infrastructure, maintenance, and support model of instructional services in live collaboration tools and facilities. Priority is given to supporting course and other academic activities such as graduate thesis defenses but the service will be extended to other needs on campus as capacity permits.

Key Accountabilities

<p>IST Liaison</p> <ul style="list-style-type: none"> Act as an integral member of the IST management team. Work with campus IT and management teams to establish requirements to extend the scope and increase the quality of facilities and services. Represent IST in university-wide projects and committees. Promote effective co-operation of Faculty support staff and IST staff. Interact with vendors and other external organizations.
<p>Technology assessment and project formation</p> <ul style="list-style-type: none"> Assess technologies, evaluate potential acquisitions, and formulate development and implementation plans to achieve solutions to requirements. Define the scope and tasks of resulting projects. Prepare resource requirements, cost estimates, and staff commitments. Recommend configurations for major acquisitions of hardware, software, and services. Present recommendations to IST and campus IT management teams as appropriate. Research and plan for the evolution of presentation, production and video collaboration technologies for the instructional spaces and needs, and other spaces and needs across campus
<p>Facility and service development</p> <ul style="list-style-type: none"> Educate staff with regard to the purpose of projects, the general outcomes expected, and the required completion timeframe. Schedule tasks, assign staff, monitor performance, manage risks, and report progress. Monitor and plan for appropriate resource capacity based on operational and project requests and priorities
<p>Facility and service operation</p> <ul style="list-style-type: none"> Work with IST management to establish and implement service-level objectives for all relevant facilities and services. Assess technologies and equipment necessary for monitoring the operation of all components and make recommendations on appropriate acquisitions. Maintain the capability for appropriate response to recover from failures of critical systems and components. Provide media presentation, production and video collaboration planning and consulting support towards instructional activities and to campus departments, as requested. Analyze service statistics and performance indicators to understand trends and formulate proposals for possible changes and improvements.
<p>Staff training and development</p> <ul style="list-style-type: none"> Provide direction and functional guidance to assigned staff. Recommend training and acquisitions to extend abilities. Establish and carry out specific professionally developed programs. Conduct annual

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performance evaluations. Recommend and execute disciplinary actions, promotions, and/or reclassifications when appropriate. Participate in evaluating applicants for available positions and hiring decisions.

Perform as Senior Production or Presentation Specialist

- Perform as a Senior Production or Presentation specialist in areas of technical expertise. Participate in technical and consulting activities of the group.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent post-secondary education and/or experience required

Experience

- Three or more years of supervisory experience with the proven ability to develop and mentor staff.
- 2-4 years of leadership responsibility managing mid-sized teams, and influencing senior-level management and key stakeholders.
- 5-10 years of progressive experience with a proven track record of achievement and success within Information Technology, particularly with presentation and production technologies and video collaboration tools.
- Competencies will include people management, strategic thinking, resource capacity planning, information systems/software and technologies, as well as interpersonal, organizational, project management, and communication skills.

Knowledge/Skills/Abilities

- Experience with installing/setup, testing, commissioning and managing the evolution of custom control systems and production technologies
- Advanced presentation technology systems design
- Excellent problem-solving and consulting skills and demonstrates thoughtfulness in decision making
- Strategic planning
- Strong communication, negotiation, and interpersonal skills
- Excellent project management skills, with demonstrated track record towards detailed planning and organization of large and complex projects
- Ability to analyze, understand and effectively communicate between requirements and technical design and implementation
- Excellent management, leadership, and team-building skills
- Excellent verbal and written communication skills and the ability to manage tasks and responsibilities within production, presentation and video collaboration technologies
- Demonstrated ability to organize and chair meetings/seminars with colleagues and clients.
- Proven ability to work collaboratively with campus IT and management teams
- Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk
- Interpersonal, customer service, communication (oral and written), problem solving, analytical, and time management skills

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- Deductive and investigative skills to identify and diagnose complex, non-intuitive problems
- Proven success interacting with a wide variety of clients, internally and externally, under stressful conditions
- Take the initiative in evaluating relevant new technologies and working with IST and client-constituencies' management to exploit these opportunities
- Proven experience developing and deploying methodologies for testing and enhancing performance required.
- Familiar with, comply with, and promote the University's policies related to information systems and technology
- Handles escalation of service issues, seeking timely resolutions while keeping customers and appropriate management levels informed
- Exceptional time management skills to schedule around classroom availability, maintenance needs, emergency support, event and class dates and times, available capacity, and equipment availability
- Navigates the procurement process according to university policies and processes and holds accountable relevant vendors to ensure delivery of quality services that are cost-effective within the relevant timelines
- Computing skills
 - Microsoft Word, Excel and Powerpoint – Intermediate
 - Other – Basic, Intermediate, Advanced – as required

Nature and Scope

- **Contacts:** The Manager works closely with the staff/supervisor(s) in his/her unit, with the managers and staff in the other ITMS units, other IST groups, and other UW departments at different levels of the organization to support the evolution of services in a team-oriented approach.
- **Level of Responsibility:** This position is responsible and accountable for the overall results for the presentation, production and video collaboration technologies area. This includes setting technical directions and standards, ensuring smooth and professional operations, responsibly setting and allocating budget, and procuring required technology. This position is accountable for the safety of the work environment for staff and ensuring staff have the appropriate safety training.
- **Decision-Making Authority:** In consultation with the Director, responsible and accountable for establishing the priorities for the presentation, production and video collaboration technologies area.
- **Physical and Sensory Demands:** Minimal demands, typical for a managerial position in an office and job site environment.
- **Working Environment:** Office and campus based, although it may be necessary to work at locations off campus from time to time. Stress and pressures typical of a managerial position in a fast response support environment with time constraints and deadlines. Carrying and setting up equipment may be necessary from time to time. Normally, the Manager carries out all responsibilities during UW business hours. However, the Manager must occasionally work outside of UW business hours and might infrequently be called upon to work outside of UW business hours if emergency conditions warrant.