



SJCOE
EDUCATE · INNOVATE · INSPIRE

Job Description

POSITION TITLE:	Program Manager I, Event and Audio-Visual Services Operations and Support Services Business Services	#6321
SALARY PLACEMENT:	Management Salary Schedule Range 8	

SUMMARY OF POSITION:

Under general direction of the Coordinator of Operations and Support Services, independently performs audio-visual systems design, implementation, maintenance, and troubleshooting; gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; stay current with advancements in audio-visual technologies, and explore growth opportunities and trends. Plans, coordinates, supervises, monitors, and maintains the efficient operation and scheduling of on and offsite audio-visual systems, presentation systems, and event support. Serves as a liaison with the Information Technology department for intercom and building security systems including but not limited to access control, surveillance, and intrusion systems.

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration, or equivalent experience. Experience in providing professional AV support, setup, and operation, as well as technical customer service.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Five years of increasingly responsible experience with audio-visual control systems (ex. Creston, Extron, FSR) in a large-scale enterprise environment including audio-visual systems engineering, maintenance, and troubleshooting. Experience performing audio-visual and presentation system design, implementation, maintenance, and troubleshooting. Experience providing advanced technical and project support for a large and diverse user environment. Experience with event management systems. Experience in a public education environment. Experience in audio-visual technologies, multimedia, and project management. Completion of additional technical certifications. A/V systems design portfolios.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- all aspects of A/V equipment and related peripherals; basic signal flow; inter-connectivity of A/V equipment and systems; standard software applications; various computer platforms and operating systems; basic network infrastructure; basic electrical safety practices; excellent customer service skills and practices
- Chromebooks, Macintosh, Windows, and Windows Server operating systems
- proper office methods and practices
- operational requirements of networked computer systems
- applications including productivity and video conferencing applications
- mobile computing platforms including smartphones and tablets
- modern computer techniques, methodologies, principles, and practices

Ability to:

- develop and implement improvements and solutions; prepare reports; gather, analyze, and organize information, demonstrate advanced troubleshooting concepts
- set up, interconnect, and operate A/V equipment, including LCD projectors, screens, audio mixers,

- microphones, sound systems, teleprompters, media players, production and document cameras, computers, laptops, tablets, smartphones, and other technology devices
- establish Wi-Fi or wired network connections and integrate web and audio conferencing into meetings
- operate complex A/V systems with integrated video conferencing, projection, audio, recording, playback, and remote-control devices
- establish point-to-point and multi-point video conferences, and identify, troubleshoot, and resolve A/V equipment and connectivity issues
- lift, transport, and assemble A/V equipment, and adapt to changes in technology
- communicate effectively, both verbally and in writing
- prioritize projects, manage time efficiently, and establish and maintain cooperative working relationships
- train others on A/V system operation, research technical resources, and stay current with evolving technologies
- be flexible and receptive to change
- follow manuals and read complicated instructions
- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation
- perform arithmetic calculations with speed and accuracy
- operate and have a sound technical understanding of a variety of computing systems, operations, hardware, and software
- analyze procedures and problems
- establish and maintain effective working relationships with others in a large and diverse user environment
- maintain and actively pursue knowledge of current industry trends and technological advancements within the computing and A/V field
- work independently

Possess:

- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties
- leadership skills in planning, setting agendas and coordinating/conducting meetings/trainings
- experience working with audio-visual systems, and documentation concepts

DISTINGUISHING CHARACTERISTICS:

The Program Manager series represents advanced management positions and has three levels.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, committees, trainings, workshops, and/or conferences in order to present materials and information concerning department programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Utilize computing hardware and software, word-processing, spreadsheet, and database

applications to perform basic duties including documentation, reporting, scheduling, and user support.

14. Receive calls for assistance, installations, and general maintenance; log calls, prioritize and take appropriate action to ensure a satisfactory response with acceptable time frames for customers; provide status reports on all requests.
15. Provide training and support to a diverse customer base in the proper installation and maintenance of A/V systems along with policies and procedures related to technology.
16. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, A/V practices, equipment, and trends.
17. Design, install, test, operate, monitor, and maintain new and existing A/V systems.
18. Research, test, recommend, implement, and maintain new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Operations and Support Services Department.
19. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepare project proposals, quote requests, and provide research and implementation documentation on project implementation.
20. Create clear and concise technical documentation on A/V systems and procedures, coordinate testing and evaluation of vendor software and hardware.
21. Lead contractors and coordinate flow of work and ensure that deadlines are met.
22. Develop audio-visual project plans, meet with vendors, and oversee implementation.
23. Maintain current knowledge of Audio-Visual systems and designs.
24. Coordinate and lead all audio-visual support requests made by the San Joaquin County Office of Education.
25. Participate and make recommendations regarding the formulation of department standards.
26. Respond to a rapidly changing technical environment and the requirements of customers.
27. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Operations and Support Services department.
28. All other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment and use the telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 50 pounds to waist height.
7. Handle moderate to heavy pieces of equipment.
8. Exert high physical effort.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public.

Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.