



DATE ISSUED: 07/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Telepresence Operations Coordinator

JOB SUMMARY

The position is responsible for centralized management and oversight of the multi-campus video conference operation. Primary emphasis is placed on service, scheduling, and resource coordination. Assists in the planning, maintaining, and implementing of classroom technology designed to connect remote locations. Is also responsible for recommending new procedures for classroom technology and functionality, developing programs for training faculty and staff, and ensuring timely delivery of services. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Classroom Technology & Videoconferencing

Supervises: May supervise students and temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides centralized oversight of video conference services and resources.
- Coordinates planning/resource scheduling for video conference classrooms with University Scheduling.
- Coordinates planning of new videoconference initiatives and services.
- Integrates collaborative technologies and recording systems.
- Provides documentation and assistance for educating end users.
- Supports instructional initiatives related to multimedia.
- Coordinates multimedia applications across each campus and to external partners.
- Operates and coordinates interactive video classroom production and web-related course material.
- Provides support and problem resolution for video conference/classroom systems.
- Provides oversight responsibility for Pioneer TV programming and broadcast initiatives
- Responsible for troubleshooting audio and video conference/classroom control and monitoring operations.

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- Assists with setup/management for live stream events on campus.
- Coordinates use of testing software for researching new products.
- Responsible for writing and maintaining inventory and technical procedures for video conference technology.
- Provides metrics to leadership on videoconference use.
- Committed to providing quality customer service.
- Required to work a flexible schedule, including nights, weekends and holidays.
- Responds to emergency or on-call situations in a timely manner.
- Committed to providing quality customer service.

ADDITIONAL DUTIES

- Assists with functional support to end users for administrative technology.
- Assist students with questions on computer labs, as needed.
- Supervises and trains student workers on videoconference operations and virtual lab support Provides University - or community - related services that may directly or indirectly impact institutional goals or initiatives.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent is required. Some college and technical short courses and seminars relating to computing and video conference or telepresence preferred. Associate's degree or Bachelor's degree preferred. ITIL, HDI, audio visual systems experience, and video conference certifications preferred.

EXPERIENCE

A combination of education or experience equivalent to a Bachelor in Computer Science, or a related field in technology. A minimum of 3 years hands-on experience with administration and support for computer and video conference systems.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Strong customer service skills required
- Cisco Telepresence Management Suite

- Cisco MCU interface and multimedia conference bridge
- Proficient in communication, both oral and written
- Strong motivation and work ethic
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public
- Knowledge of modern computing, networking, and communication systems
- Ability to organize, work effectively, conceptualize, and prioritize goals
- Able to exercise independent judgement based on organizational policies and procedures
- Understanding of application installation
- Test system utilization
- Web streaming and archiving principles and options
- Software life cycle management
- Documentation systems operations for knowledge databases
- Demonstrate ability in website design and content updates
- Computer configuration modification, backup and restore
- Working knowledge of multiple web design technologies
- Ability to deal well with ambiguity and fast-paced change
- Ability to engage in self-directed learning of new technology quickly and efficiently
- Ability to maintain a positive track record of successful communication and problem-solving skills
- Working knowledge of multiple web design technologies
- Build Rapport
- Listening Skills
- Organizing and Planning
- Strong customer service skills required

Highly Preferred:

- Polycom codex
- Tandberg systems
 - Video cameras
 - Cabling
 - Video software
 - Storage server
 - Debriefing – real time and post event
- Lifesize systems
 - Video cameras
 - Cabling
 - Video software
 - Storage server
 - Debriefing – real time and post event

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex,

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sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.