



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 08/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Classroom Technology & Videoconferencing

JOB SUMMARY

Provides management and direction of technical support for faculty, staff, and students of Texas Woman's University. Establishes, prioritizes, and supervises varied tasks relating to classroom, classroom lab, computer lab, and video conference operations on the Denton campus. Under the direction of the Director, Client Services, the Manager, Classroom Technology and Video Conferencing is responsible for ensuring a streamlined operation is in place for centralized technology support, aligned with University goals and objectives. The Manager, Classroom Technology and Video Conferencing is responsible for multiple, large and complex project-based work efforts. Meets with customers to determine business needs, then measures and documents success in achieving the goals. Provides leadership in the planning, execution, and enhancement of the technology tools and resources for Faculty, Staff, and Students. Resolves issues of scope, resource availability, resource expertise, budget constraints, and deadlines. The Manager, Classroom Technology and Video Conferencing is responsible for executing various technology plans and roadmaps, including the computer lab, classroom, and classroom lab replacement plans for continuity of service. Work is performed under the supervision of the Director, Client Services and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Client Services

Supervises: Technical Support Analyst II's, Technical Analyst III's, Lab Coordinator, Classroom Coordinator, and audio/video and videoconferencing support staff

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

- Ensures an advanced level of expertise and technical support are provided to the Denton campus.

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- Provides technical consultation to administrative and academic departments on the design of learning spaces and on the purchase of technology systems, requirements, and services to meet their needs.
- Assists in planning layout and coordination for audio and video requirements.
- Benchmarks, analyzes, reports, and makes recommendations for improvement and growth of technology systems.
- Coordinates and ensures quality customer service is provided to Faculty, Staff, and Students of the University.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of classroom, computer lab, computer classroom, and video conferencing technology systems on the Denton campus.
- Develops, prepares, and recommends budget for purchasing, upgrading, and maintaining classroom computer systems; forecasts for future technology system trends
- Assists with evaluating and recommending hardware and software upgrades and software packages.
- Records and evaluates metrics.
- Keeps current with the latest technologies.
- Oversees asset management for Denton classrooms, computer labs, computer classrooms and video conference rooms.
- Assists the Directors in managing technology staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Creates strategic planning for items for information resources management and team member on-the-job training.
- Works with vendors and contracts to identify best value determinations on hardware and software, securing best pricing and quality for the University.
- Consults and assists other teams on projects and integration issues within the Office of Technology.
- Responds to emergency or on-call situations in a timely manner.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- May assist end users in general and classroom computer labs, video conference facilities, technology classrooms, and campus events requiring technology support.
- Provides University - or community - related services that may directly or indirectly impact institutional goals or initiatives.
- May serve as Project Manager of multiple technology projects.
- May be asked to serve on multiple University committees.
- Performs other duties as requested.

EDUCATION

Bachelor's degree or equivalent work experience required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis. ITIL, HDI experience or certifications preferred.

EXPERIENCE

Seven years job related work in computing and/or communications, management and education environment highly preferred.

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:

- Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.
- 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
- Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Requires the examination analysis of technology systems.
- Quality assurance concepts and procedures.
- Business principles and business and industry-specific terminology.
- Hardware and Software life cycle activities
- Working knowledge of office practices and methods
- Basic business principles and business and industry-specific terminology
- Business case analysis
- Costing, budgeting, risk and financial analysis
- Quality assurance concepts and procedures 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
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Vendor negotiation
- Ability to maintain a positive track record of successful communication and problem-solving skills

- Skills Required
- Strong technical knowledge of network, PC, and Mac operating systems.
- Strong technical knowledge of current PC and Mac hardware, protocols, and standards.
- Strong technical knowledge of mobile devices and mobile device integration.
- Asset Management
- Conflict Resolution
- Contract management
- Managing without Authority
- Mentoring
- Central Processing Unit (CPU)
- Monitor and graphics memory
- Operating systems (e.g., Mac and Windows)
- RAM/ROM
- Account management Configuration modification, backup, restore and location (e.g. registry, INI files, pst, history)
- Directory, file structures and systems
- Input and output/ power management
- Installation of applications
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into Technology issues and products as required.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.

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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. The employee must have the ability to occasionally lift and/or move up to 50 pounds. May require long hours and weekends.

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.

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.

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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, 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.