

**Job Title:** Network Manager II, Media Services

**Department:** Media Services

**Supervisor:** Media Services Manager

**Date:** May 2005

**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

To manage multiple H.323 videoconferencing sites for Texas A&M University-Corpus Christi and to develop, plan, and train users in the proper use and care for videoconference, audio/video equipment, multimedia facilities, and smart classrooms.

**B. DUTIES:**

Manages multiple smart classrooms on campus, schedules meetings, classes, and special functions for videoconferencing/multimedia as well as providing consulting, smart classroom design, and video conferencing services for the University.

1. Major Duties:

- a. Provides training and multimedia support for student, faculty, staff, and administrators. Assists administrators in purchases regarding video conferencing and classroom support and researches advancements in multimedia and videoconferencing techniques,
- b. Manages IP video network for campus,
- c. Manages and updates classroom computers,
- d. Provides technical assistance in the planning and operational functions of smart classrooms,
- e. Assists in special functions and for campus as related to University business providing technical assistance for all multimedia needs,
- f. Scheduling of classes conducted through videoconferencing networks,



- d. Experience in troubleshooting and fixing visible problems with multimedia equipment,
- e. Experience in a supervisory position in an audiovisual/multimedia university environment,
- f. Knowledge of technical, multimedia, and production principles involved in audio, video, computer and computer-related equipment, systems, and software,
- g. Ability to thrive without close supervision,
- h. Ability to exercise and make quick and independent judgments with confidentiality to complete tasks,
- i. Ability to effectively communicate and interact with administration, faculty, staff, and students in verbal and written form,
- j. Extensive knowledge utilizing software, which includes; Microsoft PowerPoint, Excel, Netscape, and Internet Explorer,
- k. Keep computer systems and software up-to-date,
- l. Advanced knowledge of Windows and Macintosh operating systems, and
- m. Performs miscellaneous job-related duties as assigned.

**D. FISCAL RESPONSIBILITY:**

N/A

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

The most resourceful duties are the scheduling, maintaining, training and upgrading the videoconferencing sites on campus. General duties include timely delivery and technical support of computer, presentation, and audiovisual equipment for the faculty and administration. This includes flexible working hours, working weekends sometimes, holidays, and overtime. Physical tasks include; continuous walking, standing, bending and lifting up to 20 pounds with occasional reaching and using ladders. Environment demands are continuous normal office conditions and in/out door activity. Other working

conditions are continuous independent work and as a team member with effective communication with campus community.

**F. SUPERVISION:**

The incumbent directly supervises three student workers.

**G. EXTENT OF PUBLIC CONTACT:**

1. Within the University: daily contact occurs with student, faculty, and staff.
2. Occasional contact outside the University: includes vendors, factory representatives, and off-campus organizations.