Distance Education Operations Supervisor
Job Description

JOB INFORMATION

Job Code:	175115
Job Title:	Distance Education Operations Supervisor
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Distance Education - Technical
Job Family Group:	Information Technology
Management Level:	6 Supervisor

JOB SUMMARY

Supervises staff and daily control room operations for the distance education department. Provides training and support of instructional technologies for the portable studio systems in the classrooms and delivery of e-Learning Systems and services. Contributes to the establishment and maintenance of software and documentation libraries. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		High school or equivalent		
	X	Specialized/technical training		

Additional Education

Check here if experience may substitute for some of the above education.

	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	3 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience with capturing and delivering e-Learning Systems (via web and other electronic formats) and providing interactive conferencing set-up and support (web, phone, and audio/visual conferencing).
X		Supervisory level experience with e-Learning Systems and services.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of support of instructional operations and technologies inside studio classrooms (e.g., computers, electronic boards, other interactive conferencing technologies).
X		Knowledge of computing environments and specific support for e-Learning hardware and software.
X		Knowledge of Microsoft Windows Media technology and Real Networks streaming services essential.
X		TCIP/IP based networking and computer support and troubleshooting experience.
X		Knowledge of networks and digitizing process.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supervises the control room operations and staff to accommodate the instructional operations and classroom schedule. Interviews, recommends new hires, and trains. Schedules and assigns work. Evaluates employee performance, and provides guidance and feedback to staff and/or student workers. Counsels and disciplines employees as required.				
Ensures smooth operation of live and recorded courses by distance education instructors. Supervises instructor support for classroom activities and related peripherals, including computers, electronic boards, webcast encoder applications, and interactive technologies. Assists with evaluating and maintaining standards of quality in delivery of e-Learning Systems and services.				
Interfaces with instructors and other staff during classes to provide instructional support, capture and delivery through audio-visual systems, and interactive conferencing set-up (e.g., web, phone, and video conferencing).				
Participates in the development of documentation, user policies and procedures, and/or security procedures.				
Plans and conducts hands-on training sessions on such topics as hardware and software applications including related policies and procedures for faculty, staff and students. Schedules faculty, staff and/or student training sessions.				
Installs and troubleshoots software and hardware in all studio classrooms facilities including computers, encoding devices, interactive technologies and equipment, and/or other instructional equipment. Maintains and troubleshoots network connectivity.				
Collaborates with other units to improve access to and maximize use of computing resources.				
Establishes and maintains software and documentation libraries and inventories. Maintains and updates list of software and hardware needs for all courses.				
Performs file conversions and edits as needed for faculty provided materials.				
Implements updates and changes to the class recording schedule. May coordinate schedule updates and changes as needed.				
Performs routine operations equipment maintenance.				
Gathers historical financial data and prepares financial status reports for budget preparations as requested.				
Stays informed of new technologies and hardware to improve quality of distance education operations. May make recommendations as appropriate.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)		Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.