**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Instructional Technologist/Video Conferencing & Remote Learning

**Job Number:** C-074

**NOC:** 2281

**Band:** 10

**Department:** Information Technology

**Supervisor Title:** Senior Manager, Client Services

**Last Reviewed:** March 18, 2014

**Job Purpose**

Reporting to the Senior Manager Client Services, the Instructional Technologist/Video Conferencing & Remote Learning will perform duties to support the hardware, software and network systems and components that deliver video capture, transform and share services for Trent. This position is responsible for the design, configuration, integration, administration, security, integrity, maintenance, and operational stability of the University video conferencing infrastructure. Coordination with other campus and vendor support groups for design, support, and end-user training of multimedia technology and video conferencing is also part of this position. In addition, the incumbent provides technology architecture research and consultation for IT Services in video, computing, network, and application technologies.

As member of the Learning Technologies workgroup he/she will be prime backup to Learning Management System and Room Controls and Training personnel. This position will also be closely linked with the Network Systems group to develop and distribute end user tools. This is a cross functional technical design, deploy and support role and will require some rotating shift work and possible on-call responsibilities.

**Key Activities**

1. Designs classroom technology by working very close with Faculty, Distance Education staff, Online learning staff in selecting technology-oriented learning tools for classrooms.
2. Integrates technology into classrooms and meeting rooms including performing the physical installation of cabling and all equipment (control systems, displays, projectors, etc.), field terminations of all standard audio visual cables and connectors.
3. Works with Faculty/Staff and level 1 support analysts to provide end user training, support and consultation. Trains teachers and administrators, as needed, in the classroom technology.
4. As needed escalates technology issues to vendors and works directly with vendor to solve. Works with vendor and internal resources to efficiently and effectively implement new or enhanced features.
5. Provides training and orientation to service desk analysts to ensure most efficient process and tools are understood.
6. Works with other members of the Learning Technologies Group, prime backup for the Learning Management System and Room Controls and Training personnel.
7. Plans, designs and implements training programs for faculty and academic support staff (graduate students) in the design and use of web-based course tools, ensuring that the proper use of computing technology is encouraged.
8. Plan, design, configure, integrate, test, administer, secure, and maintain the University Video Conferencing (VC) infrastructure and systems, which includes working with Tandberg/CISCO, Crestron, Extron, and Polycom equipment.
9. Ability to set up a VC with the bridge; Microsoft LYNC; Audio/Web Conferencing.
10. Provides meeting room and classroom facilities design.
11. Provides consultation and technical advice in the area of meeting management; and provide bridge, conference service data management.
12. Provides technical design and support for remote learning technologies including video conferencing, web, and data sharing.
13. Provides system configurations, systems improvements, enhancements and expansions, maintenance of the audio/visual, multimedia and visual/external communications systems.
14. Provides all operation, maintenance, and scheduling conferences with managing VC services in all conference rooms utilizing VC capabilities.
15. Provides support to video conference activities, including; VC site certifications, scheduling, start-up, monitoring, problem resolution, in-room support (when necessary), and recording.
16. Envisions and implements future development of Video Conferencing.
17. Coordinates with other campus and vendor support to integrate multimedia technology into campus video technology and video conferencing.
18. Researches, analyzes and recommends technology solutions and directions for IT Services.
19. Prepares analysis white papers and presentations for various levels of University management and staff.
20. Provides designs, recommendations, and equipment budget estimates for all aspects of audio visual technology integrations for other campus departments.
21. Coordinates the purchase and/or vendor installation of audio visual technology.
22. Works with installation vendors to ensure audio visual projects are completed properly and on time.
23. Programs, configures, and maintains audio digital signal processors (DSPs).
24. Programs, configures, commissions, and maintains audio visual control processors and other room technologies (Crestron, Extron, and others). Continually develops the programming to add new features.
25. Designs, maintains, and expands the classroom technology monitoring server (Crestron Fusion).
26. Generates as-built wiring schematic drawings for classroom and meeting room technologies.
27. Monitors room technology health daily and responds to problems in timely manner.
28. Maintains and expands features of online Equipment Rental script.
29. Coordinates maintenance of the computer hardware in labs and classrooms.
30. Coordinates RMAs with manufacturers for defective equipment and installs and reconfigures the replacement hardware.
31. Generates budget estimates and RFP documents for large classroom technology projects.

**Education**

Honours University Degree (4 year) in Computer Science, Electrical Engineering, or Computer Engineering.

**Experience Required**

1. A minimum of three years hands-on experience managing video capture and video conferencing.
2. Advanced understanding of video technologies including compression, encryptions/decryption, and rendering formats (MPEG. WMV, MOV, etc.).
3. Advanced understanding of video conferencing protocols (analog H.320 and digital H.323), presence protocols (XMPP) and unified communications integration.
4. Advanced troubleshooting experience with major video conferencing equipment such as: Cisco, Polycom, or LifeSize. Advanced understanding of video, computing, network, and application technologies.
5. Advanced understanding of multimedia and audio/visual systems technologies.
6. A minimum of three years’ direct experience installing, configuring, and maintaining classroom and meeting room audio visual systems, including cable terminations.
7. Advanced experience programming and commissioning audio visual systems (with emphasis on Crestron and Extron hardware).
8. Crestron manufacturer programming training.
9. Current Infocomm Certified Technology Specialist (CTS) designation or ability to achieve designation within three months.
10. Ability to complete all aspects of a classroom or meeting room audio visual installation.
11. Advanced experience designing all aspects of complete classrooms and meeting room audio visual systems, including video conference systems.
12. Current Crestron Digital Media Certified – Engineer (DMC-E) certification or ability to obtain within three months.
13. Ability to perform independent research and analysis in information technologies and recommend technical directions and updates to video technology and video conferencing systems.
14. Ability to troubleshoot and quickly resolve technical problems with video technology & multimedia systems integration. Strong written and verbal communication skills.
15. Ability to collaborate with others to develop solutions and recommendations.
16. Ability to leverage knowledge, skills and abilities to address new challenges.
17. Advanced knowledge and extensive experience with Microsoft operating systems; Mac OSX, UNIX/Linux.
18. Knowledge of production specifications necessary for the creation and preparation of audio-visual presentations.
19. Training and experience in website design and server based programming including HTML, JavaScript, CSS, PHP and XML.
20. Advanced analytical & troubleshooting skills, including the ability to visualize infrastructure and processes.
21. Ability to classify issues, assign severity, and manage through defined processes based on the issue’s severity.
22. Ability to look beyond the initial symptom of an issue, and instead perform an in-depth analysis to identify and document the root cause(s).
23. Ability to provide accurate technical product support to customers, including system administrators and software developers.
24. Ability to train & supervise other technical support personnel, while at the same time engaging them in the overall goal of excellence.
25. Strong organizational skills, accuracy and attention to detail, ability to handle multiple priorities and meet short deadlines.
26. Highly self-motivated and a team player.
27. Ability to develop and maintain positive working relationships both within and across organizational boundaries.
28. Valid Ontario G class driver’s license.

**Responsibility for the Work of Others**

Indirect Responsibility

Training and knowledge transfer to Level 1 Service Desk Analyst

**Communication**

Internal:

* Faculty/Staff & students - as consultant and solution provider
* Represent university as subject matter expert in instructional technology discussions

External

* Vendor & colleagues at other educational institutions
* Represents the university as subject matter expert in instructional technology discussions/forums

**Effort**

Physical:

* Lifting, carrying, bending, walking, moving, pushing/pulling, climbing ladders, extending/reaching, kneeling - Moving heavy furniture, equipment, and boxes.