

## **Media/Telecom Support Supervisor**

### **JOB FAMILY DEFINITION**

This classification falls within the AV-Media Job Family encompassing a range of work in which incumbents are responsible for providing audiovisual/telecom operational and technical support for classes, meetings, and conferences as well as consulting and production design for the creation of distance learning products, such as video productions and online courses. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

### **CLASS SUMMARY**

This is a supervisory level class. Incumbents, as assigned, are responsible for providing day-to-day supervision of four or more Judicial Council staff engaged in audiovisual support for events and projects, including trouble-shooting equipment issues, managing audiovisual staff support for distance education productions (e.g., broadcasts, videoconferences), and support for localized audiovisual system design.

### **DISTINGUISHING CHARACTERISTICS**

The Media/Telecom Support Supervisor class is distinguished from the Media Technician, Media/Telecom Specialist, and Media Producer in that it supervises four or more Judicial Council staff, may supervise other staff as assigned, and is responsible for assigning, reviewing, and evaluating work to ensure it is performed consistent with policies and procedures. Supervision includes participation in, and/or implementation of, hiring and disciplinary decisions. In addition, a primary purpose is to serve as a technical subject matter expert in audiovisual systems design and audio visual equipment technical support and maintenance.

The Media/Telecom Support Supervisor is distinguished from the Media Production Supervisor in that the latter oversees production and creative projects, in addition to ensuring the overall functionality and operability of AV/video technical infrastructure for distance education (for example, videoconference system, satellite broadcast system) as well as the infrastructure within the Civic Center Complex and Judicial Council facilities.

### **EXAMPLES OF ESSENTIAL DUTIES** *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Supervises the day-to-day activities of one or more audiovisual technical and operational support units; develops, recommends, and implements operating policies and practices; develops, recommends, and implements work processes and sets standards.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff; may direct and oversee the work of contractors.
- Recommends selection of staff; provides training and development; conducts performance evaluations; and administers discipline, as required.
- Participates in procurement processes including, but not limited to, conferring with stakeholders, and developing technical scopes of work, specifications, and cost estimates.

- Assists with project management including, but not limited to, management of schedules and deliverables, and review and preliminary approval of expenditures.
- Supervises the installation, upgrades, and support of audiovisual equipment within the Civic Center Complex, Supreme Court Boardroom, Judicial Council facilities, and new and renovated courthouses, as assigned.
- Coordinates audiovisual field production projects and/or events, as assigned.
- Performs other duties of a similar nature and level as assigned.

### **EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES** *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific audiovisual media, telecom technical support and maintenance, and supervisory tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

### **MINIMUM QUALIFICATIONS**

#### **EDUCATION AND EXPERIENCE**

Associate’s degree, preferably in broadcast technology, computer science or directly related field, and three (3) years of broadcast and/or audio-visual systems experience, including one (1) year of previous supervisory experience. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

Two (2) years as a Media/Telecom Specialist or other level (B23) class or three (3) years as a Media Technician or other level (B22) class with the Judicial Council of California or two (2) years of experience performing the duties of a class comparable in the level of responsibility to that of a Media/Telecom Specialist or three (3) years as a Media Technician in a California Superior Court or California state-level government entity and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

#### **LICENSING AND CERTIFICATIONS**

- None

#### **KNOWLEDGE OF**

- Principles and practices of installing, maintaining, and operating audiovisual equipment, as assigned;
- Supervisory principles, practices, and techniques;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Business methods, principles, and practices;
- Basic project management principles;
- Design and construction processes, as assigned.
- Principles of low voltage technology systems and applicable interfaces and interoperability, as assigned.
- Customer service principles;

- Mathematical calculations and measurements;
- Basic lighting techniques for videography, as assigned;
- Basic principles of video and broadcast production, as assigned;
- Principles and practices of computer-based conference software and hardware, as assigned;
- Basic principles of Library Science, as assigned;
- Applicable business equipment and desktop applications;
- Applicable work rules and policies; and
- Safe work practices and methods.

### **SKILL IN**

- Supervising, monitoring, training, and evaluating staff;
- Coordinating deadlines, prioritizing competing demands, and assigning work;
- Facilitating group discussions and building consensus via persuasive reasoning;
- Exercising political acumen, tact, and diplomacy with internal and external stakeholders and clients;
- Evaluating and recommending hardware, software, and audiovisual technology purchases;
- Reviewing and interpreting technical documents and specifications;
- Monitoring project funding, expenditures, schedules status, and compliance;
- Identifying, troubleshooting, and investigating issues;
- Preparing and reviewing technical bid specifications;
- Applying safe work practices;
- Performing mathematical calculations sufficient to read, calculate, and record detailed measurements;
- Providing customer service;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating;
- Maintaining effective working relationships with colleagues, customers, and the public; and
- Developing knowledge of the judicial branch organization in order to provide effective audiovisual consulting and service to support client objectives.

### **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, walking, reaching, standing, climbing, grasping, repetitive motions, pushing, pulling, lifting, fingering, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to fumes, noxious odors, dust, mist, gases, poor ventilation, underground/confined/restricted workspaces and exposure to loud noise. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual

conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

**Please Note:** *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*