

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 troubleshooting equipment issues, managing audiovisual staff support for distance education productions (e.g., broadcasts, videoconferences), and supporting 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 audiovisual 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 and 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.

- Ensures work is performed in compliance with state and federal laws and Judicial Council policies and procedures.
- 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 does 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 a directly related field, and four (4) 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

Three (3) years as a Media/Telecom Specialist or other level (B23) class or four (4) years as a Media Technician or other level (B22) class with the Judicial Council of California or experience performing the duties of a class comparable in the level of responsibility to those listed above for the same number of years in a California superior court or California state-level government entity and a) completion of training courses on topics related to effective supervision within six (6) months of promotion; or b) one (1) year of previous supervisory experience.

OR

Internal candidates in any Judicial Council classification who meet the requirements listed above for external candidates but lack the supervisory experience may qualify with completion of training courses on topics related to effective supervision within six (6) months of promotion.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Principles and practices of installing, maintaining, and operating audiovisual equipment, as assigned;
- Supervisory principles, practices, and techniques;
- Applicable federal, state, and local laws, codes, regulations, and/or ordinances;
- 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;
- Principles and practices of conflict resolution;
- Negotiation techniques;
- 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;
- Applying relevant laws, codes, regulations, and standards;
- 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;
- Providing conflict resolution;
- Evaluating and recommending hardware, software, and audiovisual technology purchases;
- Reviewing and interpreting technical documents and specifications;
- Monitoring project funding, expenditures, schedule 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 to provide effective audiovisual consulting and services 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 force 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.*

As a government body charged with improving the statewide administration of justice, the Judicial Council has multiple offices with diverse responsibilities relating to court policy and operations. As employees of the council, every member of staff should view and approach their work as one Judicial Council with a public service mission that is greater than the sum of its parts.