



## PEA Job Description

| 1. Position Identification        |   |
|-----------------------------------|---|
| Position Number                   | 991797                                    |
| Position Title:                   | <i>Media Technical Lead</i>               |
| Department:                       | <i>University Systems</i>                 |
| Reports to:                       | Manager, Desktop Support Services         |
| Number of Direct/Indirect Reports | Direct <u>  0  </u> Indirect <u>  0  </u> |
| Classification Level              | <i>SG10</i>                               |
| Last Updated                      | <i>June 2019</i>                          |

| 2. Position Summary   |
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| <p>The Media Technical Lead functionally reports to the Desktop Support Services Manager and indirectly reports to the Vikes Athletics and Recreation Associate Director, Finance and Operations. As a member of Desktop Support Services this position delivers media technical services to Vikes Athletic and Recreation receiving direction on day to day work assignments, prioritization and work scheduling from the Vikes Associate Director. The Media Technical Lead's primary focus will be in the planning, developing, installing, configuring, maintaining, supporting, and optimizing of all unique hardware, software, and technology for Vikes Athletics and Recreation with an emphasis on high performance sport, recreation systems and media intensive events.</p> <p>The Media Technical Lead provides day-to-day support for the Vikes Athletics and Recreation webcasting, video recording and audio visual technologies for events in the CARSA high performance gym, McKinnon Gym, Centennial Stadium and playing fields. The Media Technical Lead works to ensure success and progress of equipment during events, and efficiently troubleshoots to resolve any issues that may come up.</p> <p>This position works collaboratively with the Desktop Support Analyst assigned to the department and is responsible for knowledge sharing with staff in Vikes Athletics and Recreation, developing and delivering tutorials on audio visual, video recording and webcasting technologies; and developing user manuals and related resources and guidelines for operation of audio visual, video recording and webcasting technologies. The Media Technical Lead contributes to the development and fosters the growth of audio visual, video recording and webcasting technology resources and expertise.</p> <p>The Media Technical Lead provides coordination and oversight of varsity game video recording and exchange programs as per department and national league requirements. This includes supporting and maintaining video capture hardware and software and the training of staff using the equipment for game day video recording.</p> <p>This position will be expected to work within a high paced environment, utilizing excellent consultation and communications skills in the resolution of technical issues impacting varsity events.</p> <p>Due to the nature of these events and activities, this position requires stamina and the willingness to work flexible hours including evenings and weekends.</p> |

### 3. Key Responsibilities and Expectations

| Key Responsibilities.<br>% of time    | Expectations:   |
|---------------------------------------|---|
| Event Support<br>50%                  | <ul style="list-style-type: none"> <li>• Lead the production of live webcasts including responsibility for encoding and monitoring live video events, supporting end-consumers, and posting archive events online.</li> <li>• Coordinate and oversee varsity game film capture and exchange programs as per department and national league requirements.</li> <li>• Setup and operate mixing consoles, microphones, amplifiers, and speaker systems for events, both fixed and portable.</li> <li>• Troubleshoot technical issues in highly stressful or time sensitive environments (live production, varsity games).</li> <li>• Support event technologies operation, maintenance, development and testing.</li> <li>• Ensure all video boards (Centennial and CARSA) are operational.</li> <li>• Ensure scoreboards in McKinnon Gym, CARSA, Stadium, and the playing fields are operational.</li> <li>• Ensure game clock data functionality.</li> <li>• Provide game-day support and/or coordination of all on-site and off-site technical systems during events including testing all technology prior to the event.</li> <li>• Provide training for operators of game day technology and equipment.</li> <li>• Liaise with Desktop Support Analyst, Vikes Events Coordinator, Vikes Communications Officer and other stakeholders in event delivery.</li> <li>• Liaise with Vikes staff and coaching staff to understand their needs, document their requirements and design and deliver solutions that will best meet event requirements.</li> <li>• Oversee event ticketing system to ensure flawless operation including back-end troubleshooting, mobile scanning device, POS terminal and printer operation.</li> <li>• Collaborate with Desktop Support Analyst on the support of computers used to run audio visual, webcasting and video recording technologies.</li> </ul> |
| Facility Technology Management<br>35% | <ul style="list-style-type: none"> <li>• Provides input into the development and implementation of technical plans and procurement plans.</li> <li>• Provide ongoing support and maintenance for facility technology such as digital video screens, score boards, audio systems, digicasters, ticket printers and digital fitness equipment.</li> <li>• In collaboration with the Desktop Support Analyst, support sport specific technology (timing systems, coaching software, practice video capture) as required by Vikes varsity coaching staff.</li> <li>• Ensure efficient capture and management of varsity athletic data including online athlete registration, and statistics.</li> <li>• Inventory, order, and ensure reliable operation and troubleshooting of the department radio system.</li> <li>• Escalate when appropriate to other subject matter experts within University Systems (Network Services, Data Centre Services, and Client Technologies).</li> <li>• Collaborate with Desktop Support Analyst on day-to-day operations and events that involve the support or troubleshooting of hardware or software on Desktop Support Services managed Windows and Mac computers.</li> </ul>   |

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|----------------------------|--|
|                            | <ul style="list-style-type: none"> <li>Continuously learn about emerging technologies in broadcast media, video recording, webcasting and technology in support of high performance sport.</li> </ul>  |
| Systems Maintenance<br>15% | <ul style="list-style-type: none"> <li>Work in coordination with the Desktop Support Analyst, ensuring all related equipment is operational and software is updated.</li> <li>Maintain an inventory of all audio visual, video recording, webcasting, and other technology in support of Vikes Athletics and Recreation.</li> <li>Work with equipment vendors on warranty and repair issues (e.g. Score boards, video displays, broadcast media equipment).</li> <li>Provide expert-level advice and recommendations for audio visual, video recording and webcasting equipment upgrades and replacement.</li> <li>Develop and maintain activity planning and implementation workflows, resources, lists and support materials.</li> <li>Document the use and maintenance of new and existing technology specific to the services and support provided to Vikes Athletics and Recreation.</li> <li>Develop and maintains user guides and training for Vikes Athletics and Recreation staff.</li> <li>Track all incidents and service requests in trouble ticket system, including time worked and resolution details.</li> </ul> |

#### 4. Classification Factors:

##### **Problem-Solving:**

Requires analysis of technical problems as well as creative and innovative thinking to arrive at technical solutions that are largely unanticipated under tight time constraints during varsity events.

This position is a subject matter expert in the area of audio visual, video recording, and webcasting for Vikes Athletics and Recreation with limited additional support from other Media Analyst positions within University Systems.

Significant technical trouble-shooting requires knowledge of various technology itself (both hardware and software), understanding of networking and logical flow-chart concepts, and is often in highly stressful or time sensitive environments (live production, varsity game activities).

##### **Responsibility for Financial & Material resources:**

Limited financial responsibilities as a custodian of technology resources. Recommends purchases in support of various services/solutions and for improvements of services/solutions or enhancements to service delivery. Participates in the procurement of new technologies.

##### **Responsibility for Human Resources:**

Receives supervision from the Manager, Desktop Support Services and indirect supervision from the Associate Director, Finance and Operations, Vikes Athletics and Recreation, on day-to-day work tasks, prioritization and work schedule.

Provides guidance and training to a small cohort of Vikes Athletics and Recreation student staff who execute game-day media support.

##### **Impact of Decisions and Actions:**

Inability to problem-solve technology issues in the moment can have significant impact to high profile events and games where there is accountability to national sport organizations for web or other types of broadcasting and adverse reputational impact. Provides input into the development and implementation of technical plans and procurement plans, and makes recommendations for the adoption of new technologies.

**Independence:**

Day-to-day work tasks and priorities are established by the Manager Desktop Support Services and the Vikes Associate Director Finance and Operations. National league requirements guide this position’s event support of game film capture and exchange programs. Collaborates with the Desktop Support Analyst and when necessary consults other subject matter experts within University Systems (Network Services, Data Centre Services, and Client Technologies).

Ability to make sound decisions under stressful situations related to technology failure.

Gathers and analyses technology requirements related to audio visual, webcasting and video recording and makes recommendations based on University identified standards for technology purchases to meet the needs of Vikes Athletics and Recreation.

**5. Summary of qualifications:**

This position requires a Bachelor’s Degree in Computer Science, Film Studies, Communications or other relevant discipline. Four years of experience with broadcast technology is required with preference given to experience in a high performance sport environment.

An equivalent combination of education and experience may be considered.

Technical requirement include:

- A working knowledge of broadcast production equipment, sound boards, media control hardware and programming, content production and manipulation, and video recording equipment and related software.
- General knowledge of computer and network operations in an enterprise environment.
- Ability to write coherent technical and user documentation.
- Knowledge of supporting Microsoft Windows and Macintosh computers in an enterprise environment.

Competency requirements include:

- Ability to be an enthusiastic and resourceful team member, with excellent interpersonal and communication skills (written and oral) in order to interact effectively with colleagues, staff and vendors in a client-oriented environment.
- Excellent technical and analytical, critical thinking and problem solving skills.
- Willingness and ability to acquire new audio visual, video recording, media broadcasting, and other related skills independently.
- Ability to manage multiple tasks and priorities and problem solve effectively.
- Ability to work independently and collaboratively in a team environment, taking initiative when needed, and working with limited direction.
- Ability to work in an effective and organized manner in a complex environment.
- Ability to problem-solve in a fast paced, highly stressful or time sensitive environments

Assets include:

- Broadcast media experience in a high performance sport environment.
- Experience with Adobe Creative Suite.
- Video production and webcasting experience.
- Passion for sport and active healthy living.

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| <b>Employee’s Signature:</b>            | <b>Date:</b> |
| <b>Manager’s/Supervisor’s Signature</b> | <b>Date:</b> |