Instructional Communications Systems  
Position Announcement

Working Title: Operations Manager  
Official Title: Media Specialist or Senior Media Specialist  
Unit: Instructional Communications Systems (ICS), UW-Extension  
Position Type: Academic Staff 100% fixed term appointment  
Location: Madison, Wisconsin  
Availability: Open until filled; for best consideration, please apply by April 8, 2016

ABOUT ICS
Instructional Communications Systems (ICS) is one of three units in the Division of Broadcast and Media Innovations (BAMI), University of Wisconsin – Extension. ICS is tasked with the delivery of Distance Education Technology and Services. This includes technology delivered through events within the Pyle Center, as well as other educational technologies used virtually for web/video/audio conferences. Its clients include the entire UW System, all state of Wisconsin agencies, and Wisconsin based non-profit entities.

POSITION SUMMARY
The Operations Manager reports to the Director of Instructional Communications Systems (ICS). The incumbent is responsible to the Director for: the successful completion of all ICS events, continuous process improvements underlying all ICS events, creating and maintaining a culture of excellence, responsible for hiring, scheduling, training, and evaluating media specialists, and providing leadership and supervision to media specialists.

SPECIFIC RESPONSIBILITIES
1. Creates and maintains a culture of excellence in ICS.  
2. Identifies and eliminates points-of-failure in educational technologies and processes across all ICS events.  
3. Provides advanced technology support and leadership in and during complex-events.  
4. Provides technical guidance to media specialists and performs as a media specialist backup when required.  
5. Develops, maintains, and implements training schedules for media specialists to ensure effectiveness.  
6. Coordinates with the Classroom Engineer to implement the maintenance and serviceability plans.  
7. Coordinates with the Client Success Manager to ensure all complex events are implemented successfully.  
8. Leads and collaborates with team-leads and media specialists to improve operational efficiency and effectiveness.  
9. Develops and maintains excellent relationships with existing and potential clients and partners in order to increase customer satisfaction, retention, and referrals.  
10. Develops, maintains, and implements resource-replacement plan.  
11. Serves as Project Manager on projects assigned to Operations and manages Operation’s budget.  
12. Stays current with emerging trends in information and instructional technology.  
13. Front-faces clients and partners to evaluate their technology needs.  
14. Performs other duties as assigned by the Director.  
15. Encourages and supports an inclusive, diverse working climate by promoting engagement with diverse perspectives and experiences in work product and organizational decision-making, including hiring. Promote professional development for self and staff members on conflict resolution, intercultural communication, dialogue and deliberation, and multicultural awareness.  

MINIMUM QUALIFICATIONS
- Bachelor’s degree or equivalent combination of education and experience.  
- 2-3 years full-time experience in managing in-person, media-supported events and teleconference, videoconference or other communication technologies-based events.  
- Proven ability to lead teams or supervise employees  
- Excellent communication skills, both oral and written.
Proven excellence in customer service.

DESIRABLE QUALIFICATIONS

- Post graduate qualifications and/or certification preferred.
- Previous experience in supervising technology-savvy personnel.
- Training or experience leading an organization in culture and or process improvement.
- Experience in grant writing and or responding to requests-for-proposals (RFPs).
- Strong interpersonal skills and proven ability to work with all levels of clients and staff.
- Demonstrated experience in implementing and maintaining AV systems and/or educational technologies.

COMPENSATION AND BENEFITS

Expected pay will be in $50,000 to 55,000 with actual pay dependent on qualifications and experience. UW-Extension offers a comprehensive benefits package, including health insurance, life insurance, pension plan, flexible spending accounts, employer paid training and development, generous paid vacation and sick leave.

HOW TO APPLY

Applications will be accepted until the position is filled; however, for best consideration, please apply through www.careers.wisconsin.edu by April 8. This is job #11553. Applications must contain all of the following: A detailed resume with a one-two page cover letter detailing how your experience relates to the qualifications and duties of this position and a list of three professional references with contact information and e-mail address; at least one must be a supervisory reference.

Direct inquiries and online support requests to: Betsy Nelson, Wisconsin Public Radio, 821 University Avenue, Madison, WI 53706, 608-262-5221, betsy.nelson@vilas.uwex.edu

Before you get started with the online application process, we recommend you preview the frequently asked questions (FAQs). To do so, paste the following URL into your browser. External applicants can also view the FAQs after accessing the online system by clicking on the "Help" link in the upper right corner.  https://helpdesk.wisc.edu/images/group61/21900/TAMFAQ_CandidateGateway.pdf

ADDITIONAL INFORMATION

- This document can be made available in alternative formats by calling the person listed above.
- Prior to appointment to this position, a criminal records review will be conducted. UWEX complies with the Wisconsin Fair Employment Act with regard to nondiscrimination on the basis of arrest and/or conviction record.
- An offer of employment is contingent upon establishment of identity and verification of employment eligibility as required by the Immigration Reform and Control Act of 1986.
- As a unit within the University of Wisconsin Extension, Broadcasting & Media Innovations and ICS is an Equal Employment Opportunity and Affirmative Action employer and no qualified applicant will be eliminated from consideration. We are committed to achieving a diverse workforce and to maintaining an atmosphere of diversity and inclusion and we want our staff and programming to reflect the rich culture and diversity of our state and actively encourage applicants from diverse backgrounds to apply.

http://ics.uwex.edu/about-ics/employment-opportunities