



Job Description

Job Title:	IT Manager	Grade:	L
Department:	Information Technology Services - WVTI	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

This position is the liaison between ITS infrastructure teams and CPCC TV/WTVI's broadcast technology teams. It helps support the special equipment and configurations involved with where IT equipment meets broadcast television equipment.

Characteristic Duties and Responsibilities:

1. Acts as the primary technology liaison between CPCC TV/ CPCC's WTVI facility and ITS.
2. Consults with outside vendors on all issues related to making broadcast technologies work with ITS infrastructure technology.
3. Provides hands on installation, repairs and maintenance of equipment relating to broadcast technologies.
4. Works with infrastructure teams to catalog and develop integration or decommissioning strategies for existing equipment.
5. Work with ITS teams to catalog services.
6. Work with ITS teams to develop integration/migration plan due July 1st 2013.
7. Plans, coordinates and provides input towards the ongoing development of the college's communications circuits relating to television broadcasts.
8. Monitors and reviews projects to ensure that deadlines and quality standards are met.
9. Analyzes, integrates, implements and maintains web applications as related to communications. Researches emerging technologies to streamline processes.
10. Answers and responds to telephone calls, e-mail and other communications that come into the department.
11. Processes work request and provides customer service through the CPCC ITS helpdesk.
12. May provide technical direction to analysts.
13. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the supervisor of Infrastructure System and Service
Direction Given: No authority or responsibility for the direction of others



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Minimum Requirements:

Bachelor's Degree from a regionally accredited institution and 2 years of related experience specifically in Information Technology Systems and Audio/video Broadcast Technology; or an Associate's Degree from a regionally accredited institution and 6 years of related experience in Information Systems and Audio/Video Broadcast Technology

Preferred Qualifications:

- Knowledge of Apple Xserve and Xsan
- Knowledge of AVID Lanshare

Knowledge, Skills, Abilities and Worker Characteristics:

Excellent communication skills

Good time management skills

Knowledge of the 'state of the art' software

Knowledge of premise cabling design

Knowledge of enterprise information technology strategies and best practices

Knowledge of broadcast television technologies, including software based play-to-air systems

Working Conditions:

Typical office environment