

JOB DESCRIPTION:	Video Communications Director		
DEPARTMENT:	Instructional Television		
REPORT TO:	Chief Officer – Online & Distance Learning		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR	#464120	DATE APPROVED:	6-MAY-2021
CLASSIFICATION:		DATE MODIFIED:	9-JUN-2025

SUMMARY: Ensures the operation of the WNMU video conferencing, webcasting and lecture capture is in alignment with the educational objectives of the university and designs and implements standards, processes and ensuing services that reach WNMU’s goals for video, audio, and media needs.

DUTIES:

1. Responsible for administering Audio/Video Conferencing, Webcasting, and Recording infrastructure.
2. Designs, implements, and maintains WNMU smart classrooms. Assesses current processes, recommending software upgrades, and directing the teams on the best processes.
3. Oversees and manages overall operations of the Video Communications.
4. Provides technical vision, architecture, and support for listed services.
5. Coordinates with third-party vendors to set-up and test systems while ensuring interoperability with voice systems and peripheral telecommunications/recording equipment.
6. Acts as a technical subject matter expert and technical liaison for audio and video conferencing infrastructure and collaboration initiatives.
7. Designs and implements standards, processes, and complimentary services that facilitate business agility and the efficient use of technology investments.
8. Plans and schedules project deliverables, goals, and milestones. Documents all activities per the required procedures and processes.
9. Maintains, monitors, and configures Cisco firewall infrastructure.
10. Oversees and manages operations of the Video Communications program within the Information Technology Department.
11. Maintains, monitors, and configures Video Communications SQL Servers and third-party servers.
12. Manages the operational, budgetary, and personnel activities of Video Communications. Maintains and provides required reports to obtain yearly state funding. Manages fund accounts from state and fee-based sources.
13. Serves on university committees and promotes the goals of the department and the overall goals of the entire institution.
14. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
15. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor’s degree in Computer Science, Information Systems or related field, or 12 years Telecom or Networking experience. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge of Audio Conferencing & Polycom Video Conferencing. Broad experience in working with Conference service providers for setting up, managing/maintaining accounts. Knowledge on designing, administering, and supporting Video Conferencing solutions. Knowledge of Tandberg VCS, Cisco Telepresence, Polycom. Knowledge of Polycom Realpresence and Polycom CMA 5.2 Zoom, Ponopto, and current Video Conferencing equipment and programs. Knowledge of Polycom experience, both immersive and non-immersive. Knowledge of routing, protocols and TCP/IP networking. Knowledge of Polycom (RMX) MCU/ISDN Gateway Experience and Video Border Proxy ST Series. Knowledge of Sonicfoundry Mediasite Enterprise. Knowledge of Windows Server 2008. Ability to work with little supervision. Knowledge of office management and administrative support practices and procedures. Knowledge of general bookkeeping practices and procedures. Knowledge of advance word-processing, spreadsheet, and database software applications. Knowledge of organizational structure, workflow, and operating procedures. Ability to monitor and/or maintain quality control standards. Ability to coordinate quality assurance programs in area of specialty. Ability to resolve customer complaints and concerns. Ability to work both independently and in a team environment. Ability to understand and follow safety procedures. Ability to lead and train staff and/or students. Ability to perform complex tasks and prioritize multiple projects. Skill in organizing and coordinating. Ability to coordinate, schedule, and organize events and/or facilities usage. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances. Must be able to work in a fast-paced environment with frequent interruptions. Must be able to stoop, bend, squat, and ambulate over uneven floor surfaces including stairs, steps, and hills. Primarily office work with travel to project locations. Evening and weekend hours required as needed. Must be able to visually and auditory assess and interact with clients. Required to lift normal office equipment, materials, and additional IT equipment for projects. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)