

JOB TITLE:	Assistant Director, Media and Technical Services
TYPE OF VACANCY:	Middle Management
DEPARTMENT:	Office of Information Technology
<p>POSITION SUMMARY: The Assistant Director, Media and Technical Services will ensure that the daily production operations run smoothly by effectively supervising, advancing, organizing, planning, and overseeing the technical work required to guarantee an exceptional client experience for performance and meeting space users.</p>	
<p>Reporting to the Director, Infrastructure, Network & Communication, the Assistant Director, Media and Technical Services is responsible for overseeing the day-to-day technical operations and direct supervisory responsibility for personnel involved with the University of The Bahamas Performing Arts Centre (PAC), Library and other meeting spaces, including the efficient and effective delivery of production needs and theatrical services for internal and external clients.</p> <ul style="list-style-type: none"> • Prepare and manage an annual budget for media/technical services in the PAC, Library, and other meeting space; • Oversee the purchase, installation, setup and operation of Lighting, Sound and Audio-Visual systems; • Ensure the safe operation and protection of all equipment; • Assist in the planning and designing of all audio-visual systems for the purpose of ensuring all customer needs are addressed; • Collaborate with a variety of internal and external stakeholders (e.g. administrators, protocol officers, professors, event planners, engineers, technicians, managers, etc.) for the purpose of providing and/or receiving information related to the ongoing success of the Centre; • Liaise and work cross functionally with the Office of University Relations personnel; • Liaise with faculty in Communication and Creative Arts to maximize the opportunities for student experiential learning, internships and for the enriched delivery of practical courses; • Oversee or assist as necessary in ensuring successful live streaming, live broadcasting and video recording of events; • Create and maintain documentation and records of all AV systems in the Performing Arts Centre, Library and other meeting spaces for the purpose of streamlining and troubleshooting; • Assist with ongoing cross-training and capacity building for Media and Instructional Services personnel; • Develop and implement a preventative maintenance plan for all equipment; • Demonstrate basic networking knowledge for the purpose of installation and maintenance of advanced AV control systems; 	

- Design, advise on and assist in the installation of all audio-visual and related equipment for the purpose of keeping audio-visual systems relevant to current industry standards of our most common client;
- Communicate efficiently with clients regarding projects, requests, and the status of work orders for the purpose of providing excellent customer service;
- Provide training, advice and hands-on support to staff and students in using audiovisual and lighting equipment;
- Conduct advanced troubleshooting of the AV systems and to provide effective information to team members and management when issues arrive;
- Conduct research on a variety of topics (e.g., trends, hardware, software, etc.) for the purpose of recommending advancements in AV technology to meet the diverse needs of clients;
- Respond to a variety of questions from staff and clients for the purpose of providing information, guidance or referral;
- Train and supervise technical crew, students, volunteers, and any other positions needed to deliver exceptional service to clients;
- Maintain inventory and oversee the upkeep and upgrading of tools, resources and stock as required as well as ensuring that all resources are stored safely and tidily;
- Perform other related duties as assigned for the purpose of ensuring the efficient and effective delivery of media and technical services;
- Collaborate on the establishment of policies and procedures that govern the usage of audiovisual and lighting equipment;
- May be called upon for (or to assist with) digital photography and video editing and/or production for the University community;
- May be called upon to install, configure, troubleshoot and upgrade computer hardware and/or software, as required by audiovisual and lighting equipment, software and tools;
- May be called upon for after-hour technical support & operation for meetings, classes, and events. This may include setup, technical support & operation audiovisual and lighting equipment and, software;
- May be called upon to assist with the annual inventory process and asset disposal exercises;
- Test and validate wireless access connectivity problems when they affect connectivity necessary for meetings, classes, and events;
- Provide updates and reports to the Director, Infrastructure, Network & Communication, the PAC Management Team, and the PAC Advisory Committee to ensure the successful delivering of media/technical services.

Knowledge, Skills and Abilities:

- Ability to specify and secure outside services and materials to support productions as needed;
- Ability to plan and facilitate in problem solving;
- Ability to show initiative and work efficiently in stressful situations;
- Ability to communicate effectively with professional artists and inexperienced renters;
- Strong verbal and written communication;
- Experience in project management (organizing events or overseeing equipment purchase and installation, for example);
- Experience working with designers and a strong understanding of other areas of the theatre;

<ul style="list-style-type: none"> • Hands-on knowledge of Mac and Windows computers (hardware and software) installation and troubleshooting; • Comprehensive knowledge of current audio-visual equipment; • Basic knowledge of IP protocol suite. 	
<ul style="list-style-type: none"> • QUALIFICATIONS: Bachelor' Degree or Equivalent Certificate in Electronics, Audio Visual and Lighting or related certification; • A minimum of 5 years' experience; running lighting/sound equipment for live performances. 	
OTHER REQUIREMENT & WORKING CONDITIONS: <ul style="list-style-type: none"> • Actively pursue and maintain job-related certifications and training; • Willingness to learn and keep up to date with Theatre /Performing Arts Industry standards; • Willingness to learn and keep up to date with Health & Safety procedures relevant to the role; • Must be able to work flexible working hours, including nights and weekends; • Required to lift, push, pull and load a variety of materials and equipment associated with the Performing Arts Centre; • May be required to work occasionally at heights above 15ft; • Ability to carry out responsibilities with minimal supervision; • Excellent time management and prioritizations skills. 	
SALARY SCALE:	AD-I
REPORTS TO:	Director, Infrastructure, Network & Communication
APPLICATION END DATE:	6th September 2023
DATE PUBLISHED:	23rd August 2023
<p><i>Requested Information: Interested applicants should submit the following electronically to the Human Resources Department Application Portal (Use the Position Listing to select the job opening). The following documents are required to complete the application:</i></p> <ul style="list-style-type: none"> ▪ <i>A cover letter of interest highlighting work experience and accomplishments relevant to the position;</i> ▪ <i>Current curriculum vitae/resume;</i> ▪ <i>Copies of Qualifications and Certificates;</i> ▪ <i>The names of at least three professional references.</i> <p style="text-align: center;"><u>https://ubhrapply.info/PeopleFirst</u></p>	
<p><i>The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position.</i></p>	