Job Family | Communications | Job Summary |
--- | --- | --- |
Involves developing digital communications when communications knowledge, rather than Information Technology knowledge, is paramount. Includes website design and development, or producing communications or instruction using the web, audio, video, and other digital media, which may involve content creation, designing, production and/or programming.

| Job Level | Supervisor 1 | Supervisor 2 |
--- | --- | --- |
Job Function | Digital Communications | Digital Communications Supervisor 2 |
Category | Supervisory & Management | |
Job Level | Supervisor 1 | Supervisor 2 |
Job Title | Digital Communications Supervisor 2 | |
Job Code | 0407 | |
Tracking Code | A0007 | |
Personnel Program | PSS | MSP |
FLSA | Exempt | Exempt |
Generic Scope | Provides immediate supervision to a unit or group of operational or technical employees. A portion of time may be spent performing individual tasks related to the unit; however, supervisory activities must constitute a primary part of the job. Supervises unit operations to ensure compliance with departmental or organizational policies, procedures, and defined internal controls. Ensures accountability and stewardship of departmental resources (operational, financial, and human) in compliance with departmental standards and procedures. | Provides direct supervision typically to professionals or skilled technical employees. Functions as advisor to unit and administration. Analyzes and resolves problems, interprets policies (e.g., fiscal management, HR, contracts and grants, resource management in defined areas) and demonstrates solid subject matter knowledge. Exercises judgment within defined procedures and policies to determine appropriate action. Supervises staff to assure accountability and stewardship of departmental resources (operational, financial, and human) in compliance with departmental goals and objectives. |
Custom Scope | | Supervises digital communication professionals, sets performance expectations of staff, oversees day-to-day operations. Administers policies that directly affect subordinate staff. Recommend changes to department policies and practices. Identifies risks and responds accordingly. Provide priority setting and work flow analysis. |
Key Resp 01 | Works with administration, and other communication professionals as required, to oversee the operations of the organization's digital communication program. | |
Key Resp 02 | Serves as an advisor on all aspects of digital communications. | |
Key Resp 03 | Selects, trains, supervises, motivates and evaluates digital communication professional staff and may supervise support staff; takes corrective action as required. | |
Key Resp 04 | Ensures production of high quality digital communications within budget and time constraints. | |
Key Resp 05 | May be assigned special digital communications project or work; such assignments would typically have a high degree of complexity or difficulty. | |
Key Resp 06 | | |
Key Resp 07 | | |
Key Resp 08 | | |
Key Resp 09 | | |
Key Resp 10 | | |
Key Resp 11 | | |
**Job Family** | Communications  
**Job Function** | Digital Communications  
**Category** | Supervisory & Management  
**Job Summary**  
Involves developing digital communications when communications knowledge, rather than Information Technology knowledge, is paramount. Includes website design and development, or producing communications or instruction using the web, audio, video, and other digital media, which may involve content creation, designing, production and/or programming.

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<tr>
<th>Job Level</th>
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<td>Key Resp 12</td>
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<td>Key Resp 13</td>
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<td>Key Resp 14</td>
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<td>Key Resp 15</td>
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**Education 1**  
Bachelor's degree in related area and/or equivalent experience/training.

**Education 2**

**Education 3**

**Education 4**

**License 1**

**License 2**

**License 3**

**License 4**

**Cert 1**

**Cert 2**

**Cert 3**

**Cert 4**

**Spec Cond 1**

**Spec Cond 2**

**Spec Cond 3**

**Spec Cond 4**

**KSA 01**  
Solid knowledge of all aspects of digital communications, including design concepts, various media, applications, strategic planning, etc.

**KSA 02**  
Solid knowledge of the current trends and potential future developments in the digital communications field.

**KSA 03**  
Solid knowledge of the organization, including its achievements, mission, vision, goals, policies, practices and infrastructure.

**KSA 04**  
Solid knowledge and skills in financial and personnel administration and management techniques, including understanding of guiding principles, relevant laws, policies and best practices.

**KSA 05**  
Solid skills to select, train, supervise, guide and evaluate subordinate staff, and take corrective action as required.

**KSA 06**  
Solid written, verbal, interpersonal communications, active listening and political acumen skills.

**KSA 07**  
Solid analytical and critical thinking skills.

**KSA 08**  
Solid problem recognition, avoidance, and resolution skills.
Involves developing digital communications when communications knowledge, rather than Information Technology knowledge, is paramount. Includes website design and development, or producing communications or instruction using the web, audio, video, and other digital media, which may involve content creation, designing, production and / or programming.

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<td>KSA 09</td>
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<td>Solid project management and strategic planning skills.</td>
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<td>KSA 10</td>
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<td>Solid skills to ensure production of high quality work within budget and time constraints.</td>
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<th>Environment</th>
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<td>Campus, medical center or other university setting and various external venues.</td>
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<th>Career Path 1</th>
<th>Digital Communication Mgr 1</th>
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<td>Career Path 2</td>
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