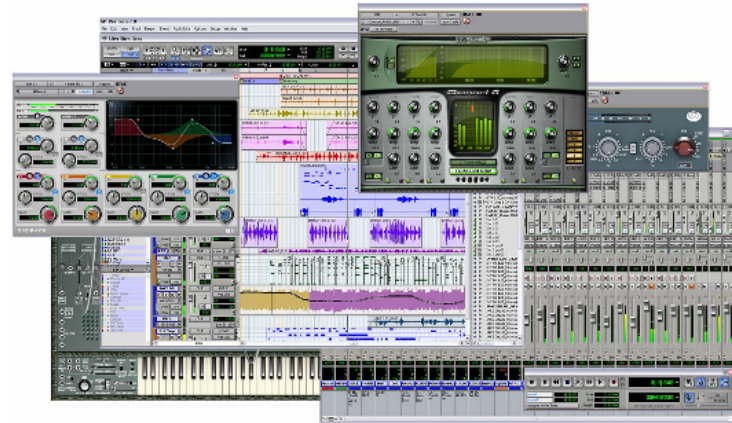


Why Facilities Need Technical Managers & How To Be One!

AES 2013 New York

tems

What is a facility?



(Objects not to scale)




A multi-building, multi-floor
complex?

A multi-room production house?



A couple mix rooms in
an office space?

A home voice-over
studio?



**What about
non-professional settings?**

Conference rooms?

Educational institutions?

Houses of worship?



Who are the operators?

- ① An individual
- ② Staff technicians
- ③ Freelancers

What does it contain?



- 1 Audio/video hardware & software
- 2 Infrastructure equipment
(phones, network, etc.)
- 3 Infrastructure systems
(HVAC, power)



Typical Issues

① Technical problems/troubleshooting

② Equipment upgrades
Software upgrades

③ Infrastructure system
problems

④ Compatibility issues

⑤ Software version
tracking

⑥ Managing media



⑦ Managing physical
objects

⑧ Workflow procedures

⑨ Client procedures

⑩ Operator training

Duties of a Tech Manager



Librarian / Materials Manager

- ① Maintain collection of cables, adapters, spare parts, etc.
- ② Maintain collection of tech manuals and software
- ③ Keep track of current & old equipment



Data Traffic Cop

- 1 Develop & enforce media management strategies
- 2 Track software revisions, updates, backups
- 3 Keep track of log-ins, passwords (possibly network admin)




Teacher / Guru

- ① Orient new employees & freelancers to facility systems
- ② Orient all operators to facility procedures
- ③ Advise operators of updates / changes
- ④ Enforce facility technical procedures (?)



Support Contact

- ① Investigate problems reported by operators or clients
 - ② Get support from vendors, manufacturers, consultants, etc.
 - ③ Primary point of contact for tech support personnel
- 

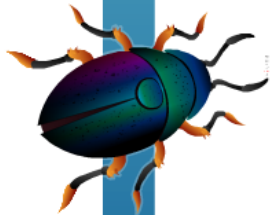


Construction / Upgrade Contact

- 1 Work with operators to define project parameters
- 2 Work with vendors, architects, consultants to articulate parameters
- 3 Help facilitate construction/installation
- 4 Verify project progress & completion

Techniques for the Troubleshooter

- ① Change one thing at a time
- ② Return to known good state, signal or media file
- ③ What other things may have changed when problem appeared?
- ④ Try substitution
- ⑤ Cut problem in half
- ⑥ Needless to say:
Try restarting!





It really
helps to
know

HOW

THINGS

ARE

SUPPOSED

TO

WORK!



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Please email with feedback!