# Job Family Matrix

**Job Function:** Information Technology  
**Job Family:** IT Multimedia - Professional

**Job Family Summary:** Perform or manage the development and implementation of multimedia content and information technology based multimedia products.

<table>
<thead>
<tr>
<th>Job Title</th>
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<th>Grade Level</th>
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<tbody>
<tr>
<td>IT Multimedia Professional II</td>
<td>December 2021</td>
<td>56</td>
<td>Exempt</td>
<td>I1956P</td>
<td>IT Multimedia - Professional</td>
<td>57</td>
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<tr>
<td>IT Multimedia Professional III</td>
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## Job Summary

- Independently perform complex procedures and support services and/or projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

## Typical Core Duties

- Serve as primary contact with user groups and stakeholders including faculty and instructors; solve hardware, software and network related problems
- Support technical solutions to develop solutions to complex virtual and hybrid production problems
- Troubleshoot and manage escalations for software and network related problems
- Maintain and monitor learning space digital asset management system and content retention
- Participate in the build, configuration and documentation of the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- May provide training to client/staff
- Stay current with new technologies and recommend solutions
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
- Conduct research, analyze, test, evaluate new technologies and their integration with other services; recommend solutions and contribute to implementation of enhancements
- Serve as primary contact with user groups and stakeholders including faculty and instructors; contribute to the development of solutions to hardware, software and network related problems
- Implement and support technical solutions to develop solutions to complex virtual and hybrid production problems
- Troubleshoot and suggest improvements for software and network related problems
- Manage and maintain learning space digital asset management system and content retention
- Implement the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- Contribute to the management of enterprise service catalog and enterprise platforms; provide training to client/staff
- Research, analyze, test, evaluate new technologies and their integration with other services; recommend solutions and contribute to implementation of enhancements
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
- Consult with user groups and stakeholders including faculty and instructors; serve as expert regarding scope and project objectives
- Research, design and implement technologies to develop solutions to complex virtual and hybrid course production problems
- Test, configure, and research advanced solutions for software and network related problems
- Manage learning space digital asset management system and content retention
- Manage the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- Contribute to the management of enterprise service catalog and enterprise platforms; provide training for complex technologies
- Research, analyze, test, evaluate new technologies and their integration with other services; identify opportunities to leverage technologies and improve processes/services and implement related enhancements
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
# Job Family Matrix

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<th>Basic Qualifications</th>
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<td>• Minimum of five years’ experience post-secondary education and/or relevant work experience</td>
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<table>
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<tr>
<th>Additional Qualifications and Skills</th>
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<td>• Demonstrated technical expertise in an area/s of multimedia or audio visual essential</td>
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<td>• Knowledge of information technology applications, processes, software and equipment</td>
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**Job Function:** Information Technology

**Job Family:** IT Multimedia - Professional

**Job Family Summary:** Perform or manage the development and implementation of multimedia content and information technology based multimedia products.

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**Job Summary**
Lead multimedia services and/or projects in a department or school, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

**Typical Core Duties**
- Consult with user groups and stakeholders including faculty and instructors; develop plans, schedule, estimates, scope and project objectives
- Lead the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems
- Test, configure, and research advanced solutions for software and network related problems; lead development of solutions to deliver business requirements
- Lead learning space digital asset management system and content retention
- Lead the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- Lead the management of enterprise service catalog and enterprise platforms; provide training for complex technologies
- Research, analyze, test, evaluate new technologies and their integration with other services; maintain vendor relationship
- May manage departmental budget
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

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**Job Summary**
Direct multimedia services and/or projects in a department or school, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

**Typical Core Duties**
- Consult with user groups and stakeholders including faculty and instructors; direct the planning, schedule, estimates, scope and project objectives
- Direct the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems
- Test, configure, and research advanced solutions for software and network related problems; direct the development of solutions to deliver business requirements
- Direct learning space digital asset management system and content retention
- Direct the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- Direct the management of enterprise service catalog and enterprise platforms; provide training for complex technologies
- Research, analyze, test, evaluate new technologies and their integration with other services; build and manage relationships with vendors
- Develop and oversee departmental budget
- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
## Basic Qualifications

- Minimum of seven years' post-secondary education or relevant work experience

## Additional Qualifications and Skills

- Demonstrated technical expertise in an area/s of multimedia or audio visual essential
- Knowledge of information technology applications, processes, software and equipment
- Demonstrated project management skills

## Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

## Physical Requirements

- Work is performed in an office setting

## Working Conditions

- Work is performed in an office setting
## Job Family Matrix

### Job Family: Information Technology

### Job Family Summary: Perform or manage the development and implementation of multimedia content and information technology based multimedia products.

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### Job Summary

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- Independently perform complex procedures and support services and/or projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

- Independently execute work and facilitate services and/or projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

- Plan and conduct multimedia services and/or projects in a unit or department, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.

### Typical Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment

- Serve as primary contact with user groups and stakeholders including faculty and instructors; contribute to the development of solutions to hardware, software and network related problems

- Maintain and monitor learning space digital asset management system and content retention

- Participate in the build, configuration and documentation of the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces

- May provide training to client/staff

- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

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- May provide training to client/staff

- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment

- Consult with user groups and stakeholders including faculty and instructors; serve as expert regarding scope and project objectives

- Research, design and implement technologies to develop solutions to complex virtual and hybrid course production problems

- Test, configure, and research advanced solutions for software and network related problems

- Manage the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces

- Contribute to the management of enterprise service catalog and enterprise platforms; provide training for complex technologies

- Research, analyze, test, evaluate new technologies and their integration with other services; identify opportunities to leverage technologies and improve processes/services and implement related enhancements

- Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct
## Basic Qualifications
- Minimum of two years’ post-secondary education or relevant work experience
- Minimum of two years’ post-secondary education or relevant work experience
- Minimum of five years’ experience post-secondary education and/or relevant work experience

## Additional Qualifications and Skills
- Supervisory experience
- Demonstrated technical expertise in an area/s of multimedia or audio visual essential
- Knowledge of information technology applications, processes, software and equipment
- Demonstrated project management skills
- Supervisory experience
- Minimum two years’ additional post-secondary education or relevant work experience
- Demonstrated technical expertise in an area/s of multimedia or audio visual essential
- Knowledge of information technology applications, processes, software and equipment
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- Knowledge of information technology applications, processes, software and equipment
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### Typical Core Duties

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- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
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  • Knowledge of information technology applications, processes, software and equipment
  • Demonstrated project management skills | • Minimum three years’ demonstrated highly specialized knowledge of a specific technology
  • Knowledge of information technology applications, processes, software and equipment
  • Demonstrated project management skills |

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