Information Technology Job Function

IT Multimedia Professional III
Grade: 58
Job Code: I1958P
Job Family: IT Multimedia
Job Family Matrix: IT Multimedia Matrix

Summary
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
• 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

Basic Qualifications
• Minimum of five years’ experience post-secondary education and/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

Working Conditions
• Work is performed in an office setting