

Information Technology Job Function

IT Multimedia Mgt III

Grade: 57

Job Code: I1957M

Job Family: IT Multimedia

Job Family Matrix: [IT Multimedia Matrix](#)

Summary

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.

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
- 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

Basic Qualifications

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

Additional Qualifications and 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
- 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