

## Information Technology Job Function

### IT Multimedia Mgt IV

Grade: 58

Job Code: I1958M

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

- 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 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
- Supervisory 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