

Information Technology Job Function

IT Multimedia Mgt V

Grade: 59

Job Code: I1959M

Job Family: IT Multimedia

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

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

- 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; 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

Basic Qualifications

- Minimum of seven years' post-secondary education 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

