Information Technology Job Function

IT Multimedia Mgt VI
Grade: 60
Job Code: I1960M
Job Family: IT Multimedia
Job Family Matrix: IT Multimedia Matrix

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
- 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; 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
- Supervisory experience

Additional Qualifications and Skills
- Minimum three years' demonstrated highly specialized knowledge of a specific technology
- 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