

Information Technology Job Function

IT Multimedia Professional II

Grade: 56

Job Code: I1956P

Job Family: IT Multimedia

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

Summary

Independently perform complex procedures and support 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

- Serve as primary contact with user groups and stakeholders including faculty and instructors; solve hardware, software and network related problems
- Support technical solutions to develop solutions to complex virtual and hybrid production problems
- Troubleshoot and manage escalations for software and network related problems
- Maintain and monitor learning space digital asset management system and content retention
- Participate in the build, configuration and documentation of the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces
- May provide training to client/staff
- Stay current with new technologies and recommend solutions
- 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

- 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