MIT Position Description

Job Title: IT Generalist 3	Position Title: Manager of AV Infrastructure
Pay Grade: 9	% Effort or Wkly Hrs: 40
Department: MIT Sloan Technology Services	Reports to: Director of Teaching and Learning Technology

Position Overview:

The Senior Manager of AV Infrastructure oversees MIT Sloan's audiovisual technology infrastructure and systems. The manager is responsible for ensuring that Sloan's AV equipped spaces are state-of-the-art. This role will establish forward-looking AV architecture standards for MIT Sloan's large portfolio of technology-enabled spaces which will ensure reliability and functionality, create consistent user experiences, and which will support the future growth and improvement of those spaces. The Manager will ensure that these standards are followed in the design, implementation, integration, and maintenance of current and new AV installations across campus to create reliable, high-quality AV experiences. This role manages multiple strategic relationships with internal teams, external partners, and service providers. The Manager is both a technical expert and AV visionary, keeping current on industry trends and piloting emerging technologies.

Principal Duties and Responsibilities (Essential Functions**):

- **Establish AV Architectural Design Standards** (25%): Defines and evolves AV architecture and design standards. Collaborates with stakeholders to understand needs and requirements. Reviews vendor quotes and drawings. Experiments and pilots emerging technologies.

- Manage Installation and Maintenance of AV Systems (35%): Oversees AV systems for 150+ equipped spaces across 9 buildings. Conducts discovery to define desired outcomes. Develops AV designs and ensures user experience is optimized. Coordinates vendors, trades, and staff to implement systems as designed.

- Vendor and Stakeholder Management (25%): Primary technical liaison between Sloan AV Services and vendors/partners. Assists in planning of non-standard events.

- Establishes Equipment and Operational AV Standards (15%): Defines, maintains, and implements AV equipment, protocol, and design standards. Trains staff on standards.

- Other duties as needed.

Supervision Received:

Reports to the Director of Teaching and Learning Technology. Receives general guidance and direction. Works independently on most tasks.

Supervision Exercised:

Oversees AV installation and repair work of 2 Senior audio-visual technicians, AV vendor partners, and the related work of trade professionals in electric and construction. Responsible for providing guidance, training, and

feedback. Note: This position does not have direct reports, but oversees the work of technicians, vendor partners, and facilities trades that have technical responsibilities that support the mission that this role oversees.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in AV Technology, Computer Science, Engineering, or equivalent experience

- 7+ years of AV design, integration, project management experience on large, complex projects

- Deep knowledge of IT standards/policies

- Expert knowledge of AV technologies, systems, and best practices

- Strong knowledge and experience in IT Systems, Operating Systems, and Networking protocols

- Excellence in architecture design principles and standards

- Leadership, vendor management, and collaboration skills

- Must be available to work flexibly around room availability (early mornings, nights, weekends)

PREFERRED EDUCATION AND EXPERIENCE:

- Master's degree in related field

- Industry certifications such as CTS, CTS-D, CTS-I

- Experience in higher education or enterprise environments

- Familiarity with emerging AV technologies and solutions

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.