

Job Title: IT Generalist 1	Position Title: AV Services Supervisor (Day Position)
Reports to: Manager of AV Support	
Services	% Effort or Wkly Hrs: 40
Department: Sloan Technology Services	

Position Overview:

The Audio Visual (AV) Technical Support Supervisor provides on-site supervision of AV contractor activities to ensure events are successful in their use of AV technology on campus and online. Primary responsibilities include collaborating with the Manager of AV Support to plan, schedule, and support high profile events; provides consultations to faculty regarding their use of AV in the classrooms and other AV equipped spaces; monitors and triages AV support tickets; ensures technicians perform daily checks of AV systems including documenting and coordinating the resolution of equipment failures internally or through vendor partners. This position has a variable start time to cover required regular evening and weekend events such as the Executive MBA program and evening courses. Works independently and proactively in a fast paced, high pressure, and high-profile educational environment. Must be team oriented, flexible, and have excellent customer skills. Works on high profile classroom support and special event audio visual productions.

Principal Duties and Responsibilities (Essential Functions):**

Plan, Schedule, Assign Technicians to Events and Supervise AV Events Service Delivery (80%)

- Provides on-site supervision of AV contractors' activities ensuring events are successful in their use of AV technology on campus and online. Provides feedback on technicians' performance to AV Support Services Manager. Makes recommendations to manager on hiring and/or terminating contractors.
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- Consults directly with faculty and staff to plan for the technical implementation of events and related support. Makes recommendations on best use of technology.
- Assigns personnel with the AV Support Services Manager.
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- Arranges backup for events that require dedicated AV technicians
- Provides escalation support on complex issues for assigned AV technicians
- Reports on daily room checks to...
- Coordinating the resolution of equipment failures internally or through vendor partners
- Triages support tickets daily using workflow management system (ServiceNow)

- Oversees key software systems (monitoring and scheduling software, video recording and conferencing tools)
- Oversees and moderates hyflex courses/events on campus or virtually.
- Provides desktop and application support (PC/Mac)

Supervise AV Services for Executive MBA Program (20%)

- Acts as primary technical services contact during EMBA weekends
- Schedules and provides technical planning for events

Schedule

- This position requires regular weekday and weekend on-site work. A typical schedule requires 40-hours with regular weekdays shifts of 7:00am-3:30pm (Day Position) or 2pm-10pm (Evening Position) with weekend shifts (7:00am -5:00pm) replacing weekday work. Schedule changes will be clarified at least a week in advance.
- Weekend work is required to support special events and EMBA class sessions. EMBA course schedule is located at <https://emba.mit.edu/program-details/program-schedule/>.
- This position works with the Manager of AV Support Services to adjust their work schedule to accommodate the EMBA and other special events with at least two weeks of advanced notice.

Supervision Received: Reports to the Manager of AV Support Services

Supervision Exercised: Guides work of contractors and MIT staff that are supporting events on campus. Provides timely feedback to vendors and internal managers regarding staff performance.

Required Education Qualifications and Skills:

- Bachelor's degree or equivalent required.
- Three years+ demonstrated experience in an audio/visual related position supporting complex events.
- In-depth understanding of the workings of complex network-based AV systems, both installed and portable, and integration of those systems with software platforms, and a demonstrated ability to apply this knowledge to the delivery of successful events.
- Experience supervising, coordinating activities and scheduling staff.
- Excellent demonstrated oral and written technical communications skills.
- Able to work independently and proactively in a fast paced, high pressure, and high-profile educational environment.

- Must be resourceful, detail oriented and able to operate independently and on a team
- Ability to work with ethnically, culturally, and socially diverse students, staff, faculty, and other constituencies required.
- Exceptional customer service skills and utilize relationship-building techniques to create immediate rapport with a wide variety of personalities.
- Must be able to coordinate multiple tasks, set priorities, and meet deadlines
- Experience providing direct technical customer support on the phone, online, and in person, including use of a ticketing or work tracking system.

Preferred Education Qualifications and Skills:

- Bachelor's degree in Audio Visual or Information Technology field;
- AV related certification such as CTS
- Educated in ITIL best practices and experience applying
- A positive, responsible, and cooperative customer service attitude
- High proficiency with MS Office Suite - (Word, Excel, PowerPoint), and working knowledge of operating system AV settings.

Physical Requirements:

- Must be able to lift 40lbs.

Competencies: Contribute; Collaborate; Engage; Lead

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job 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.*