MIT Position Description

Job Title: Mgmt 2, Multimedia Production	**Position Title: Manager of AV Infrastructure, STS**
Pay Grade: 9	**% Effort or Wkly Hrs: 40**
Department: MIT Sloan Technology Services	**Reports to: Director of Teaching and Learning Technology, STS**

Position Overview:

> The Manager of AV Infrastructure is responsible for the oversight and advancement of MIT Sloan's audiovisual (AV) technology infrastructure. This role ensures all AV-equipped spaces operate seamlessly, adhering to current technical standards and anticipating future requirements. 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 experiencesThis role manages multiple strategic relationships with internal teams, external partners, and service providers. The Manager collaborates across departments to deliver innovative AV solutions that align with organizational objectives and improve user experience. Role requires ability to work flexibly around room availability (early mornings, nights, weekends).

Principal Duties and Responsibilities (Essential Functions**):

- **Establish AV Architectural Design Standards** (25%)
- **Leads Installation and Maintenance of AV Systems** (35%)
- **Vendor and Stakeholder Management** (25%)
- **Establishes Equipment and Operational AV Standards** (15%)
- Other duties as needed.

- Establish AV Architectural Design Standards (25%)

- Defines and enforces AV technical and operational standards to ensure consistent, scalable, and cost-effective infrastructure.
- Regularly evaluates system performance and updates standards to align with emerging technologies and industry best practices.
- Pilots and integrates new technologies to address evolving business and academic needs.
- Collaborates with the AV Events team to ensure ongoing optimization of AV systems.

- Leads Installation and Maintenance of AV Systems (35%):

- Oversees the design, implementation, and maintenance of AV systems across 150+ spaces within 9 buildings, ensuring alignment with defined standards.
- Coordinates with stakeholders to gather user requirements and prioritize outcomes through design-thinking methodologies. Reviews technical plans, quotes, and vendor deliverables to ensure accuracy and compliance.
- Manages system testing, documentation, and training to maintain operational excellence.

- Vendor and Stakeholder Management (25%)

- Serves as the primary technical liaison between Sloan AV Services and internal/external partners.
- Manages relationships with vendors, contractors, and other service providers to ensure alignment with MIT Sloan's AV objectives.
- Plans and coordinates with IS&T, facilities trades, and other teams to support AV system implementations and events.

- Establishes Equipment and Operational AV Standards (15%)

- Develops and maintains documentation for AV equipment, configurations, protocols, and operational standards.

- Trains staff and partners on system standards to ensure consistency and effective troubleshooting.
- Continuously updates technical specifications to align with evolving requirements and technologies.

Other role related 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:

- 1 Audio Visual Project Specialist (Member of the RDTEU) reports directly to this position.
- Oversees AV installation and repair activities performed by AV technicians, vendor partners, and trade professionals.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in AV Technology, Computer Science, Engineering, or equivalent experience.
- 3+ years creating, producing, editing, and packaging media content in a variety of formats with related work experience managing AV design, integration, and large-scale projects
- Strong knowledge of AV systems, including video conferencing, projection systems, and AV over IP technologies.
- Familiarity with IT networking protocols and their application within AV systems.
- Expertise in industry standards such as InfoComm/AVIXA and emerging AV technologies.
- Demonstrated ability to lead diverse technical teams and manage vendor relationships.
- Proven technical troubleshooting and problem-solving skills.
- Effective communication and stakeholder management capabilities.
- Demonstrates a customer-focused attitude and professionalism in all interactions.
- Knowledge of standards and processes in a specific operations or technical area acquired through extensive experience or specialized technical training is required.

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-level AV environments.
- Experience managing or leading others.

Other Requirements

- Must be able to lift 40lbs.
- Must be available to work flexibly around room availability (early mornings, nights, weekends)

Competencies: Collaborate; Engage; Contribute; Manage; Lead

** 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.