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## MIT Job Description

<b>Job Title:</b> Mgmt 2, Multimedia Production	<b>Position Title:</b> Manager of AV Support Services, STS
<b>Reports to:</b> Director of Teaching and Learning Technology, STS	<b>% Effort or Wkly Hrs:</b> 40hrs/week
<b>Department:</b> Sloan Technology Services	Grade 9

### **Position Overview:**

The Manager of Audio-Visual (AV) Support Services leads a team responsible for ensuring the successful execution of all AV technology needs for MIT Sloan events and initiatives. This role manages technical staff, vendors, and operational processes to deliver exceptional AV services and support. They possess strong technical knowledge across AV systems, video streaming platforms, web conferencing tools, and service management applications.

The Manager owns the full lifecycle of AV services - from proactively planning resources and technology requirements, to overseeing day-to-day operations and incident resolution, to analyzing metrics and implementing continuous improvement strategies. They will operate at an expert level to prioritize workloads, develop staff, manage inventory and repairs, and cultivate vendor relationships to maximize operational efficiency and customer satisfaction.

This role will combine technical depth with strong project management, communication, and problem-solving abilities. They will lead cross-functional teams, document processes, and implementing best practices in an enterprise environment. With a customer-centric mindset, the Manager will ensure MIT Sloan's AV needs are met through professional, high-quality service delivery.

### **Summary of Principal Duties:**

- Manage staffing, training and AV services to ensure successful AV events.
- Administers key AV Systems and Service Delivery platforms.
- Oversee all Sloan AV service-related requests and incidents to their efficient conclusion.
- Manages all AV inventory and equipment repairs.
- Reports on AV services and recommends strategies for improving customer satisfaction

This individual will apply proven communication, analytical and problem-solving skills to help maximize the benefits of Audio-Visual technology to the Sloan faculty, staff and students. Other responsibilities include: Some weekend and after-hour support as needed. In conjunction with the Director, this individual is responsible for developing strategies and technologies that leverage digital media to instruct, educate and to provide related consulting services to faculty, staff and TA's.

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## **Principal Duties and Responsibilities (Essential Functions\*\*):**

- Manage staffing, training and AV services to ensure successful AV events.
  - Ensures staff are assigned, trained and adequately oriented to the spaces prior to job execution
  - Holds daily staff meetings to review past/active AV requests, and plan for upcoming events
  - Recommends, develops and implements process improvements that lead to successful events
  - Provides continuous formative feedback to staff and vendors.
  - Serves as the primary contact for the EMBA program, and VIP events.
- Administers key AV Systems and Service Delivery platforms.
  - Acts as the service owner of MIT Sloan's AV Service Delivery platform (ServiceNow-FSM)
  - Manages system configurations and accounts through automated and non-automated processes
  - Plans for the lifecycle of equipment supporting the recording platform
  - Proposes and implements policy and procedure changes related to usage of system, storage and media content
  - Organizes training for platform usage
- Oversees all Sloan AV service-related requests and incidents
  - Ensures all daily tickets are assigned
  - Plans and authorizes strategy for AV staff to execute Sloan AV events
  - Collaborates with Teaching and Learning Technology (TLT) team and vendor partners to ensure that AV event related service requests and incidents receive a timely response and resolution
- Manages all AV inventory and equipment repair requests
  - Ensures all AV inventory received by or leaving MIT Sloan is reflected in MIT Sloan's inventory system and recycled as needed.
  - Manages all equipment repairs from incident identification to resolution.
  - Reports AV tech related issues impacting events to TLC manager for remediation.
  - Assists TLC manager in evaluating and prioritizing technology repairs and coordinating with vendors to resolve technology issues.
- Reports on AV Services and recommends strategies for improving customer satisfaction
  - Reports on key performance indicators including, but not limited to, satisfaction, response time, and volume by event type over time.

### **Supervision Received:**

Position reports to the Director for Teaching and Learning Technology, STS

### **Supervision Exercised:**

Position will coordinate and supervise daily work of two MIT AV Services Supervisors (Day and Evening) and regularly on-board supplemental contractors to provide AV services to the Sloan community.

### **Qualifications & Skills:**

#### ***REQUIRED EDUCATION AND EXPERIENCE:***

- High school diploma or equivalent
- Minimum 3 years relevant experience creating, producing, editing and packaging media content in a variety of formats.

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## PREFERRED EDUCATION AND EXPERIENCE

- Education
  - Bachelor's degree in Computer Science or Information Technology field
  - AV related certification such as CTS
  - Educated in ITIL best practices and experience applying
  
- Management/Administrative
  - Experience contracting, training and scheduling staff to provide AV Services
  - Strong demonstrated experience administering core technologies used at Sloan including web conferencing such as Zoom and video capture/streaming/recording platforms including Panopto;
  - Experience leading meetings with staff and vendor partners and reporting on progress
  - Must be able to analyze and report on service and staffing trends
  
- Technical Skills
  - Four years+ experience providing technical support in a related field.
  - Working knowledge of Crestron control systems; course management systems, including Canvas; Macintosh and PC platforms;
  - Experience using and managing services within a service management and ticketing system
  - Knowledge of networking protocols and practical experience applying with AV systems
  - Knowledge of application and network security best practices and application thereof
  - Experience managing software testing/QA procedures.
  - Demonstrable technical troubleshooting and problem-solving skills
  - Minimum of 4 years of experience providing AV technical support with a minimum of 2 years in a higher education environment
  - Strong understanding and experience with managing computers and users on a network, related protocols, Microsoft Active Directory, configuring user AD file permissions, and configuring PC and Mac computers to operate on a network
  
- Project Management
  - Demonstrated familiarity with standard principles of project management.
  - Experience supervising and coordinating diverse and distributed technical staff
  - Must be able to coordinate multiple tasks, set priorities, and meet deadlines
  - Must be resourceful, detail oriented and able to operate independently and on a team
  - Experience gathering and analyzing business and end user requirements
  
- Relationship Management/Customer Service
  - Strong demonstrated skills in building and maintaining stable working relationships with faculty, staff and students, vendors and partners.
  - Experience working with vendors, partners and community via phone, online, and in person
  - Demonstrates client-facing oral and written technical communications skills. A positive, responsible and cooperative customer service attitude
  - A high degree of professionalism, diplomacy and sensitivity to the needs of the academic/staff community
  - Possess a professional work ethic and a willingness to maintain and increase applicable knowledge and skills
  
- Other Requirements:
  - Must be able to lift 40lbs.
  - Must be able to work a flexible schedule to support regularly scheduled courses on weekends.

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## Competencies:

### Contribute

- **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
- **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness
- **Is self-directed and proactive** while advancing work and achieving results

### Collaborate

- **Works towards team success** with humility, as both a member and a leader of formal and informal teams
- **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes
- **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school

### Engage

- **Acts with caring and a sense of community** while demonstrating genuine respect towards every person
- **Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
- **Builds diversity and inclusion** by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and is able to thrive

### Manage

- **Manages people and teams** by providing direction, support, and encouragement to accomplish organizational goals
- **Coaches and develops others** by supporting learning and development to help maximize their potential

*\*\* 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.*