Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Multimedia - Professional

Job Family Summary: Perform or manage the development and implementation of multimedia content and information technology based multimedia products.

Job Title: IT Multimedia Professional II	**Job Title:** IT Multimedia Professional III	**Job Title:** IT Multimedia Professional IV
Job Code: I1956P	**Job Code:** I1957P	**Job Code:** I1958P
Grade Level: 56　　**Exemption:** Exempt	**Grade Level:** 57　　**Exemption:** Exempt	**Grade Level:** 58　　**Exemption:** Exempt
Effective/Revision Date: December 2021	**Effective/Revision Date:** December 2021	**Effective/Revision Date:** December 2021
Job Summary	**Job Summary**	**Job 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.	Independently execute work and facilitate 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.	Plan and conduct multimedia 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	**Typical Core Duties**	**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	- Serve as primary contact with user groups and stakeholders including faculty and instructors; contribute to the development of solutions to hardware, software and network related problems - Implement and support technical solutions to develop solutions to complex virtual and hybrid production problems - Troubleshoot and suggest improvements for software and network related problems - Manage and maintain learning space digital asset management system and content retention - Implement the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Contribute to the management of enterprise service catalog and enterprise platforms; provide training to client/staff - Research, analyze, test, evaluate new technologies and their integration with other services; recommend solutions and contribute to implementation of enhancements - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Consult with user groups and stakeholders including faculty and instructors; serve as expert regarding scope and project objectives - Research, design and implement technologies to develop solutions to complex virtual and hybrid course production problems - Test, configure, and research advanced solutions for software and network related problems - Manage learning space digital asset management system and content retention - Manage the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Contribute to the management of enterprise service catalog and enterprise platforms; provide training for complex technologies - Research, analyze, test, evaluate new technologies and their integration with other services; identify opportunities to leverage technologies and improve processes/services and implement related enhancements - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' experience post-secondary education and/or relevant work experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**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	• Minimum two years' additional post-secondary education or relevant work experience • 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	• 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	**Certificates and Licenses**	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	Job Family: IT Multimedia - Professional

Job Family Summary: Perform or manage the development and implementation of multimedia content and information technology based multimedia products.

Job Title: IT Multimedia Professional V	**Job Title:** IT Multimedia Professional VI
Job Code: I1959P	**Job Code:** I19560P
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: December 2021	**Effective/Revision Date:** December 2021
Job Summary	**Job Summary**
Lead multimedia services and/or projects in a department or school, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.	Direct multimedia services and/or projects in a department or school, 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	**Typical Core Duties**

Typical Core Duties (V)	Typical Core Duties (VI)
• Consult with user groups and stakeholders including faculty and instructors; develop plans, schedule, estimates, scope and project objectives • Lead the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems • Test, configure, and research advanced solutions for software and network related problems; lead development of solutions to deliver business requirements • Lead learning space digital asset management system and content retention • Lead the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces • Lead the management of enterprise service catalog and enterprise platforms; provide training for complex technologies • Research, analyze, test, evaluate new technologies and their integration with other services; maintain vendor relationship • May manage departmental budget • Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	• Consult with user groups and stakeholders including faculty and instructors; direct the planning, schedule, estimates, scope and project objectives • Direct the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems • Test, configure, and research advanced solutions for software and network related problems; direct the development of solutions to deliver business requirements • Direct learning space digital asset management system and content retention • Direct the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces • Direct the management of enterprise service catalog and enterprise platforms; provide training for complex technologies • Research, analyze, test, evaluate new technologies and their integration with other services; build and manage relationships with vendors • Develop and oversee departmental budget • Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience	• Minimum of seven years' post-secondary education or relevant work experience
Additional Qualifications and Skills	**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	• Minimum three years' demonstrated highly specialized knowledge of a specific technology • 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	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology		**Job Family:** IT Multimedia - Management
Job Family Summary: Perform or manage the development and implementation of multimedia content and information technology based multimedia products.		

Job Title: IT Multimedia Mgt II	**Job Title:** IT Multimedia Mgt III	**Job Title:** IT Multimedia Mgt IV
Job Code: I1956M	**Job Code:** I1957M	**Job Code:** I1958M
Grade Level: 56 **Exemption:** Exempt	**Grade Level:** 57 **Exemption:** Exempt	**Grade Level:** 58 **Exemption:** Exempt
Effective/Revision Date: December 2021	**Effective/Revision Date:** December 2021	**Effective/Revision Date:** December 2021
Job Summary	**Job Summary**	**Job 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.	Independently execute work and facilitate 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.	Plan and conduct multimedia 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	**Typical Core Duties**	**Typical Core Duties**
- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment - 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	- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment - Serve as primary contact with user groups and stakeholders including faculty and instructors; contribute to the development of solutions to hardware, software and network related problems - Implement and support technical solutions to develop solutions to complex virtual and hybrid production problems - Troubleshoot and suggest improvements for software and network related problems - Manage and maintain learning space digital asset management system and content retention - Implement the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Contribute to the management of enterprise service catalog and enterprise platforms; provide training to client/staff - Research, analyze, test, evaluate new technologies and their integration with other services; recommend solutions and contribute to implementation of enhancements - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment - Consult with user groups and stakeholders including faculty and instructors; serve as expert regarding scope and project objectives - Research, design and implement technologies to develop solutions to complex virtual and hybrid course production problems - Test, configure, and research advanced solutions for software and network related problems - Manage learning space digital asset management system and content retention - Manage the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Contribute to the management of enterprise service catalog and enterprise platforms; provide training for complex technologies - Research, analyze, test, evaluate new technologies and their integration with other services; identify opportunities to leverage technologies and improve processes/services and implement related enhancements - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
• Minimum of two years' post-secondary education or relevant work experience	• Minimum of two years' post-secondary education or relevant work experience	• Minimum of five years' experience post-secondary education and/or relevant work experience • Supervisory experience
Additional Qualifications and Skills	**Additional Qualifications and Skills**	**Additional Qualifications and Skills**
• Supervisory experience • 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	• Supervisory experience • Minimum two years' additional post-secondary education or relevant work experience • 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	• 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	**Certificates and Licenses**	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**	**Physical Requirements**
Working Conditions	**Working Conditions**	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting	• Work is performed in an office setting

Job Family Matrix

Job Function: Information Technology	**Job Family:** IT Multimedia - Management
Job Family Summary: Perform or manage the development and implementation of multimedia content and information technology based multimedia products.	

Job Title: IT Multimedia Mgt V	**Job Title:** IT Multimedia Mgt VI
Job Code: I1959M	**Job Code:** I1960M
Grade Level: 59 **Exemption:** Exempt	**Grade Level:** 60 **Exemption:** Exempt
Effective/Revision Date: December 2021	**Effective/Revision Date:** December 2021
Job Summary	**Job Summary**
Lead multimedia services and/or projects in a department or school, requiring high levels of functional integration and involving multiple disciplines to be managed. Duties may entail engineering, software and hardware expertise, and IT support.	Direct multimedia services and/or projects in a department or school, 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	**Typical Core Duties**
- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment - Consult with user groups and stakeholders including faculty and instructors; develop plans, schedule, estimates, scope and project objectives - Lead the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems - Test, configure, and research advanced solutions for software and network related problems; lead development of solutions to deliver business requirements - Lead learning space digital asset management system and content retention - Lead the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Lead the management of enterprise service catalog and enterprise platforms; provide training for complex technologies - Research, analyze, test, evaluate new technologies and their integration with other services; maintain vendor relationship - May manage departmental budget - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct	- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment - Consult with user groups and stakeholders including faculty and instructors; direct the planning, schedule, estimates, scope and project objectives - Direct the research, design and implementation of technologies to develop solutions to complex virtual and hybrid course production problems - Test, configure, and research advanced solutions for software and network related problems; direct the development of solutions to deliver business requirements - Direct learning space digital asset management system and content retention - Direct the design, engineering and upgrading of audio visual equipment and integrate technology into campus facilities and learning spaces - Direct the management of enterprise service catalog and enterprise platforms; provide training for complex technologies - Research, analyze, test, evaluate new technologies and their integration with other services; build and manage relationships with vendors - Develop and oversee departmental budget - Abide by and follow the Harvard University IT technical standards, policies, and Code of Conduct

Job Family Matrix

Basic Qualifications	Basic Qualifications
• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience	• Minimum of seven years' post-secondary education or relevant work experience • Supervisory experience
Additional Qualifications and Skills	**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	• Minimum three years' demonstrated highly specialized knowledge of a specific technology • 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	**Certificates and Licenses**
• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred	• Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
Physical Requirements	**Physical Requirements**
Working Conditions	**Working Conditions**
• Work is performed in an office setting	• Work is performed in an office setting