

Senior Multimedia Production Specialist Tufts University

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Posted Jul. 9, 2025, set to expire Dec. 31, 2025

Job Title	Senior Multimedia Production Specialist
Department	Tufts Technology Services
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 9, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology Graphic Design/Marketing
Job Website	https://jobs.tufts.edu/jobs/22042?lang=en-us&iis=Job+Board&iisn=AcademicKeys
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Job Description	

Overview

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Tufts Technology Services (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

What You'll Do

This is a one-year limited term appointment. The Sr. Multimedia Production Specialist is primarily responsible for independently managing complex multimedia projects involving creative design, audio and video production and engineering, consultation, content capture, post-capture editing, content storage and data file manipulation for a broad range of university clients. This position serves as a leader in defining videography standards and best practices for educational media across the university. S/he is also responsible for advanced system and application administration for enterprise video management and content capture services that store, process, and distribute multimedia content across multiple digital platforms.

AV/Multimedia production services:

- Managing multimedia production projects by consulting, coordinating, designing and planning for multimedia projects from project conception through delivery of completed product to customer.
- Ensure that all projects are logged in the appropriate management system and quoted/billed appropriately.
- Providing live web streaming and video recording for high profile events involving Trustees, senior leadership, donors, alumni, faculty and students.
- Post-production activities such as but not limited to advanced audio and video editing and digitization, closed captioning, metadata tagging, etc.
- Working independently as well as collaboratively with colleagues and vendors to deliver multimedia projects in a timely and efficient manner.
- Investigate and resolve issues on behalf of management.

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- Mentor and train staff on creative design, project planning and management, and multimedia production technologies and techniques.

Consultation, Projects, Training & Documentation:

- Provide high-end, expert level consultation and training to faculty, students and staff on the effective use of media output from projects as well as other media services solutions for particular departmental needs.
- Provide consultation with end users on potential media services solutions for particular departmental needs.
- Actively participate on project teams for planning and implementation of various media services and desktop technology related projects. Examples include upgrades and deployment of new media services (e.g. lecture capture, content capture) that have a global audience.

Application and System Administration:

- Perform advanced system and application administration for enterprise video management and enterprise lecture capture services including configuration, patching, integration, system enhancements, deployments, and end-to-end application lifecycle management
- Research and test new and emerging multimedia technology platforms related to video production and digital design capabilities
- Coordinate with other Multimedia and Video Production groups throughout the University.

What We're Looking For

Basic Requirements:

- Skills and knowledge typically acquired through a Bachelor's Degree in AV/Media Technologies, IT, or related field and 4 years' experience OR High School diploma and 6 years of experience in the direct delivery of IT and audiovisual/multimedia support services.
- Experience managing and assisting clients with 4 or more of the following services/technologies:
 - Experience shooting with DSLR cameras and traditional video cameras.
 - Videography, post production editing, DVD and CD duplication using software such as Adobe Premiere, Photoshop, After Effects, Final Cut Pro, and Encore.
 - Event planning, coordination, set, strike, and live event support (including audio, projection, conferencing, video recording, and streaming).

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- Video conferencing with a demonstrated understanding of networking and delivery standards. Knowledge in IP-based and ISDN video conferencing systems, preferably Cisco Systems equipment and Cisco TelePresence.
- Web conferencing solutions such as WebEx and Skype.
- Classroom and event space technologies such as projectors and screens, control panels, switchers, audio/video players (DVD/VHS/CD), sound systems, microphones, document cameras, content capture, SMART boards, Sympodiums, etc.
- Demonstrated professional customer service skills.
- Demonstrated ability to train and consult with end users at varying levels of technical skill/experience.
- Strong technical troubleshooting and resolution skills. Strong research and analytical skills for more complex issues/problems.
- Demonstrated experience as a strong team player with a track record of reliably contributing to operational and project work.
- Must be able to work independently as well as collaboratively.
- Strong organizational and time management skills including the ability to multi-task, prioritize, and individually manage a changing workload and schedule.
- Proven ability to perform well under stress when confronted with emergency, critical or unusual customer situations. Ability to maintain a strong sense of urgency. Independent use of sound judgment including when to escalate difficult situations or seek guidance.
- Ability to work in a wide variety of settings and situations including classrooms, labs, and administrative buildings.
- Ability to quickly learn new technical skills.

Preferred Qualifications:

- CTS certification.
- Event performance experience running live shows and directing stagehands.
- Experience with video/audio recording, capture and editing, web streaming and video recording technologies and support.
- Experience with lighting control systems, wired/wireless microphone systems, audio amplification and PA systems.
- Experience performing minor repairs on media presentation and production equipment.

Working Conditions:

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- This position requires the ability to travel between buildings throughout the Medford campus. May be required to work additional hours when under periods of high call volume or confronted with emergency, critical, or unusual situations that require additional time to troubleshoot and resolve. This is especially true during the Fall and Spring academic semester.
- Hours will range from 7am - 9pm M-F with periodic weekend work to support events and project implementations.
- The work designation for this position is hybrid.

Pay Range

Minimum \$72,500.00, Midpoint \$90,700.00, Maximum \$108,900.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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