

Description

Responsibilities

- Create and maintain operational processes for Video Conferencing, Streaming, and Satellite Events
 - Manage and coordinate customer demand & schedules for events
 - Plan for and provide support for event requests
 - Act as technical consultant for available technologies to various Departments
 - Work to define specific metrics of events to manage capacity, availability, growth, etc.
 - Create process initiatives to improve customer satisfaction for events
 - Provide overall technical leadership for the design, development and deployment of video and satellite events.
 - Perform requirements analysis, create presentation material for formal design reviews, interact with customers to discern applicable requirements and operational use of the systems
 - Provide development guidance and system test oversight for the system delivery
 - Lead internal staff to successfully support all satellite and video events
 - Provide direct feedback to Product Management and Engineering
 - Train and educate all event teams on processes, services, and policies
 - Manage event equipment (streaming, vc, etc) - inventory tracking
 - Maintain a common resource schedule for available resources
 - Provide specific event statistics to event stakeholders
 - Communicate event requirements to managers
- Coordinate involvement of adjacent departments and teams for support of key events
- Manage the event planning functions (internal and external)
 - Look for enhancement opportunities in process and make adjustments accordingly
 - Provide input to content on the website relative to Event Support
 - Actively coordinates activities between various teams

Measurements

- Event satisfaction measures from key personnel
- Successful metric report and trending of events
- Positive 360 feedback from adjacent teams
 - Event processes are established within 120 days
 - Event policies are established within 180 days
 - Effective internal and external communications strategies and programs
 - Weekly summary reports of daily and weekend activities

Qualifications

- Bachelors Degree in a related field of technology

- 8-10 years of solid management experience
- A knowledge of Streaming, Video Conferencing and Satellite technologies
- The ability to determine severity of problems and initiate appropriate action
- The ability to mentor and motivate others
- Professionalism in all aspects of communication
- Clear communication and presentation skills at all levels
- Definitive leadership and character
- The ability to work independently and make wise decisions

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