

## 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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