Academic Content Production Specialist

Department: LITS: Online Learning, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

Job Description

The Academic Content Production Specialist will consult with world-class Emory faculty to prototype, develop and produce compelling and rich video and audio content targeted for Emory students and faculty as well as outside learners on a worldwide online platform. The ideal candidate is creative, entrepreneurial and flexible with the ability to adapt quickly to new developments in academic technology.

The candidate will work as part of the LITS Teaching & Learning Technologies team to create instructional video/audio content for Emory’s online and hybrid course offerings. Must have post-production experience including color correction and audio editing, mixing, and mastering. A demonstrated mastery of Adobe Premiere and familiarity with the full Creative Cloud Suite is desired. Video production experience, including lighting, camera operation, audio recording, and studio configuration required. Some motion graphics experience with Adobe After Effects is preferred.

The candidate will work closely with colleagues on a production team to develop innovative content in a highly collaborative and creative environment. Strong interpersonal skills and initiative are necessary, as well as adaptability and a willingness to dive into new challenges.

Candidate must provide demo clips and/or online portfolios that showcase the full range of skills and must describe the candidate’s exact role in producing each video.

University Job Description

Supports departmental efforts that benefit the teaching and learning mission of the University. Acts as an information and consulting resource working with faculty, students and academic staff to inform them of the capabilities of Emory's Information Technology systems and infrastructure. Works closely with faculty, staff and students to conduct analysis of instructional and learning requirements and assists in developing plans and strategies to meet those requirements. Assists in planning and implements education-related projects. Utilizes incident and service request software to manage and track support calls and tickets; interacts with customers and determines how to resolve technical issues. Communicates and collaborates with the Service Desk to teach them how to provide support. Provides input to help improve processes for effective and efficient response. Analyzes customer requests to determine best courses of action, resolve issues, answer questions.
efficiently, and improve processes for meeting future requests. Designs, writes course content and teaches training classes and workshops to provide users with numerous support tools and functions. Reviews training effectiveness to implement improvements. Teaches courses and workshops on educational topics and application features, providing expertise for tools based on users’ needs. Meets with faculty to identify key learning objectives for courses; devises a plan for how to design the content and make it available online. Conducts individual and departmental consultations to provide teaching suggestions for meeting required outcomes. Develops and writes step-by-step documents, videos and web-based guides to support the user community and promote self-service. Utilizes web development software to upload Emory-specific guides and service resources. Writes and edits self-help documentation and videos for the UTS knowledge management system. Analyzes and tests system upgrades to identify issues and upgrade inconsistencies. Analyzes and tests QA environments and system patches to make preparations for deployment to production. Analyzes and tests upgrades to ensure application functionality and stability. Performs related responsibilities as required.

**Minimum Required Qualifications**

A bachelor's degree and one year of instructional, academic technology support or related experience OR an equivalent combination of education, training and experience.

**Preferred Qualifications**

A bachelor’s degree and two years’ experience working in academic production, instructional technology, or multimedia support, or the equivalent combination of education and experience is highly preferred. Working knowledge of both video and audio editing/production tools and techniques a must. Experience working in education environments preferred. Ability to establish good working relationships with a wide range of people within an academic community. Commitment to providing outstanding service and support to students, faculty, and staff. Excellent communication and customer service skills. Able to work both independently and collaboratively in a team environment.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at [https://staff-emory.icims.com/jobs/25491/academic-content-production-specialist/job](https://staff-emory.icims.com/jobs/25491/academic-content-production-specialist/job)

Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

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