

# Job Description



<b>Job Title:</b>	Event and Collaboration Specialist
<b>Department:</b>	Information Systems & Technology
<b>Reports To:</b>	Manager, Presentation and Media Production Technologies
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	March 2026

### **Primary Purpose**

The Event and Collaboration Specialist (ECS) is responsible for the end-to-end planning and technical execution of events across physical, virtual, and hybrid platforms. The incumbent ensures seamless integration of multimedia elements, manage online collaboration tools, and provides real-time technical support to ensure a professional attendee experience. The ECS fulfills various operation roles based on the scope of production requirements, with priority for academic and instructional purposes. As capacity allows, the ECS will occasionally provide these services for internal University communication and promotional needs. Clients include faculty, staff, undergraduate and graduate students. The incumbent uses their technical expertise to track, investigate and recommend technological solutions and best practices for activities.

### **Key Accountabilities**

#### **Requestor Collaboration & Needs Assessment**

- Serve as the primary technical point of contact for event requestors, conducting initial intake meetings to define event goals, audience size, and interactive requirements.
- Translate non-technical requests into comprehensive AV and digital specifications, ensuring alignment between the requestor's vision and available technology.
- Advise requestors on best practices for hybrid engagement and platform selection, based on their specific outcomes.

#### **Strategic Pre-Planning**

- Develop and manage detailed event project timelines, including milestones for content submission, equipment procurement, and platform configuration.
- Coordinate "site surveys" or technical walk-throughs for both physical venues and virtual environments to identify potential connectivity or layout challenges.
- Build and maintain a "Run of Show" (ROS) document that synchronizes all audio, visual, and collaboration cues for the entire production team.
- Facilitate technical rehearsals and dry runs with speakers and moderators to test equipment, internet stability, and presentation flow.

#### **Technical Setup & Operations**

- Configure and operate AV equipment (microphones, cameras, lighting) and manage live streaming or recording for all event types.
- Manage virtual event platforms, including registration systems, automated confirmations, and interactive tools

#### **Collaboration Support**

- Provide real-time moderation and technical troubleshooting during live events to resolve any issues for either local or remote participants.

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- Conduct post-event debriefs with requestors to review engagement data, attendee feedback, and technical performance for future improvement.
- Under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), we are legally mandated to provide accessible communication supports, such as **live closed-captioning** and **transcription services**, for all employees, students and public-facing sessions.

### **Inventory Management, Preventative Maintenance & Technical Support**

- Maintain a centralized, real-time inventory of all audiovisual and collaboration hardware (e.g., cameras, microphones, mixers, encoders)
- Implement a rigorous check-in/check-out protocol to track equipment location, condition, and the specific event or "requestor" assigned to the gear.
- Develop and execute a preventative maintenance schedule (e.g., firmware updates, lens cleaning, cable testing) to minimize downtime during live events.
- Diagnose and perform minor on-site repairs or coordinate with external vendors for specialized servicing and warranty claims.
- Ensure all equipment kits are "event-ready" through rigorous post-event inspections and functional testing.
- Analyze equipment usage data and failure rates to provide evidence-based recommendations for hardware upgrades and new technology investments.
- Monitor consumable stock levels (e.g., batteries, gaffer tape, etc.) and initiate purchase requisitions to prevent shortages.

## **Required Qualifications**

### **Education**

- Bachelor's degree or diploma in video production or equivalent education and experience
- Must hold a valid G driver's license

### **Experience**

- 3-5 years industry experience
- Knowledge of virtual production and meeting platforms
- Demonstrated expertise in digital media development, design and delivery with an emphasis on event production using industry-standard tools and techniques
- Experience working independently to prioritize and organize workload
- Significant expertise with digital audio/video production and post-production tools
- Operating and maintaining media equipment
- Proven digital camera and streaming appliances operating knowledge, substantial expertise and skills to deliver high quality content
- Recording and editing audio files using professional recording software
- High level proficiency in video editing tools
- Experience researching, selecting and ordering applicable equipment
- Experience producing or delivering webcasts is an asset

### **Knowledge/Skills/Abilities**

- Required software skills: Adobe Creative Suite (Premiere, After Effects, Audacity) at this time
- Ability to recommend and implement multimedia solutions for educational services and requests
- Creative abilities in visual storytelling, and pulling together necessary team, tools and media assets to complete a production
- Experience creating professional multimedia and event productions
- Strong written and verbal communication skills with superior attention to detail, time management, and project management

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- Proven ability to use good organizational skills to plan, track and successfully complete multiple concurrent tasks and projects
- Proven ability to interact effectively with clients and/or subject matter experts and demonstrated initiative to use communication methods throughout project phases
- Excellent interpersonal skills and demonstrated ability to work, cooperate, and be a positive contributing member of the team
- Open to creative feedback for effective collaboration and production creation

### Nature and Scope

- **Contacts:** Interact with colleagues across and external to the university, at all levels, to produce high quality multimedia pieces. Proficient at directing individuals at video shoots. Able to communicate ideas and concepts to both a technical and non-technical audience.
- **Level of Responsibility:** The position works independently on jobs and projects, using a deep understanding of tools and their application, within the delivery of services. Tracks and understands new and emerging media and is expected to bring innovative approaches and new concepts and models to the design of quality video productions. Ability to troubleshoot and problem solve technical issues independently as they arise.
- **Decision-Making Authority:** Responsible and accountable for the multimedia pieces that they develop, making daily decisions for quality of production with a view to a significant positive impact on the reputation of the University and on campus community.
- **Physical and Sensory Demands:** The incumbent must be able to operate and transport heavy production equipment. When editing there will be demands typical of a position operating within an office environment.
- **Working Environment:** Work outside the normal operating hours of Waterloo can be expected in this role. Must have flexibility for some irregular work hours as recordings of lectures, events, and/or live to air news broadcasts may occur in the early hours, evenings, or weekends. Minimal exposure to disagreeable conditions, typical of a position exposed to deadlines and tight schedules associated with this level of responsibility.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*