

# Audio Visual Manager

## Information Technology Services Department

### Summary:

The Audio Visual (AV) Manager is responsible for designing, overseeing, and continuously improving the Firm's global Audio Visual operational support services, leading a team of professionals to deliver the Firm's AV experience.

This role leads the operational support structure for the Firm's real-time conferencing technologies used by the Firm's lawyers, staff, practice groups, and clients.

The Audio Visual Manager partners closely with various IT teams, as well as other cross-functional stakeholders to continuously adapt support services and inform enhancements to AV technology solutions to meet the evolving needs of the Firm. The role requires an individual with the skills to pragmatically handle the operational needs of the Firm, all with the objective of delivering a gold-standard conferencing experience.

[Email Resume Here to Apply](#)

### Qualifications:

- Education & Credentials
  - College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline.
  - Appropriate technical certification(s) are preferred.

### Duties and Responsibilities:

- Oversees the Firm's audio visual support services, inclusive of service design through operational execution and continuous improvement.
- Supports AV design efforts for the Firm by providing functional requirements and highlighting service needs.
- Proactively defines known conferencing use cases and experiences in coordination with cross-functional stakeholders, and architects A/V services to further enable business outcomes for each.
- Actively partners with Applications and Infrastructure leadership and staff to strategically align collaboration solutions with real-time conferencing needs.
- Engages with Service Management leadership, as well as cross-functional partners (e.g., IT Regional leadership, Client Support Services) to unify A/V technology capabilities with the overarching operational service model.
- Ensures operational workflows, processes, forms, and supporting documentation are in line with the Audio Visual service expectations.
- Managing and ensuring events, townhalls, and other key meetings are executed successfully (e.g., coordination, setup, testing, live production, etc.).
- Developing, tracking, and monitoring service metrics and KPIs to drive continuous improvement.
- Actively engages and coordinates with global technical and non-technical stakeholders to form and monitor a voice of the customer.

## Qualifications (Continued):

- Knowledge & Experience
  - 7+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
  - Demonstrated experience managing a global conferencing service with leading industry AV solutions (e.g., Cisco Telepresence Solutions (CTS)).
  - Demonstrated experience configuring and managing video conferencing gateway technologies.
  - Demonstrated experience participating in audio visual design projects in coordination with IT solution leadership, design architects, and other cross-functional groups.
  - Demonstrated experience with and knowledge of intuitive conferencing appliances (e.g., Crestron, Cisco).
  - Demonstrated experience with integrated conferencing and collaboration solutions and platforms (e.g., MS Teams, Zoom, Webex).
- Skills & Expectations
  - Demonstrated ability to serve as a change agent, leading and inspiring others to act, especially under circumstances when change is unpopular.

## Duties and Responsibilities (Continued):

- Ensures that the Firm's A/V services enable a consistent conferencing experience across the Firm and with outside entities with federated endpoints.
- Oversees and coaches the A/V team to guide and evaluate opportunities for improvement of A/V service.
- Monitors and reports on conferencing technology performance, service levels, and end user satisfaction with the Firm's A/V services.
- Partners with Help Desk, Regional IT, and Service Management leadership to understand and address ticketing trends.
- Manages 3rd party A/V conferencing design vendors and services, evaluating performance and commitment to agreed levels.
- Maintains the A/V budget, inclusive of technology solutions as well as professional services and other costs required to deliver the conferencing experience.
- Stays abreast of industry trends in the conferencing space to identify and recommend new AV and video conferencing technologies and services.
- Other tasks as required.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

**Status:** Exempt

**Reports To:** Director of IT Service Management

**Workplace Type:** Onsite

Salary range is \$129,000-\$182,000.

## **Qualifications (Continued):**

- Ability to establish rapport and elicit cooperation from personnel across all levels, including executive management, and cross-functional leadership.
- Ability to translate strategy into day-to-day operational execution.
- Ability to develop and define functional requirements needed from technology to support service.
- Ability to develop and motivate technology teams, inclusive of staff, and 3rd party vendors/consultants.
- Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.
- Strong communications and interpersonal skills.
- Ability to work well under pressure.
- Highly motivated, analytical, organized, and efficient.
- Excellent problem solving and debugging skills.
- Work Conditions
  - Based in Washington, D.C.
  - Core hours of 9:00 am – 5:30pm, Monday – Friday; onsite with occasional weekend and on-call availability.

## **Qualifications (Continued):**

- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., "Green Card" holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Covington & Burling LLP is an equal opportunity employer and does not discriminate in any aspect of employment, including hiring, salary, promotion, discipline, termination, and benefits, on the basis of race, color, ethnicity, religion, national origin, gender, gender identity or expression, age, marital status, sexual orientation, family responsibility, disability (including physical handicap), or any other improper criterion.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.