



**Position opening: 2/11/15**

**Position: IT & Production Director**

**Mercedes-Benz Superdome | Smoothie King Center | Champions Square**

**Location: New Orleans, La**

**POSITION: Director of IT & Production**  
**DEPARTMENT: IT & Production**  
**REPORTS TO: General Manager**  
**FLSA STATUS: Salaried Exempt**

### **Summary:**

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a IT & Production Director for SMG Mercedes-Benz Superdome | Smoothie King Center | Champions Square.

### **Essential Duties and Responsibilities**

#### ➤ **Staff and Resource Management**

- Assists in the planning and implementation of additions, deletions and major modifications to IT network
- Daily management of technical staff
- Implements network security
- Oversees the administration and maintenance of the company's entire infrastructure
- Oversees the administration of the company's LAN/WAN
- Manages and develops upgrades to the company's telephone system
- Oversees the administration and maintenance of computer stations and software
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary
- Responds to escalated help desk issues
- Interacts with internal and external clients on all levels to help resolve IT-related issues and provides answers in a timely manner
- Builds and maintains vendor relationships and manages the purchase of hardware and software products
- Manages the purchasing of all software, hardware and other IT supplies
- Ensures that company assets are maintained responsibly
- Plan and oversee all video and audio production for large-scale live events including NFL and NBA beginning with pre-production through post production activities.
- Coordinate with management team to ensure all goals are met for each event.
- Maintain video operating head-end including researching and repair

#### ➤ **Communication**

- Effectively communicates relevant IT-related information to superiors
  - Delivers engaging, informative, well-organized presentations
  - Understands how to communicate difficult/sensitive information tactfully
- All other duties as assigned in an efficient & accurate manner.

### **Qualifications**

- Minimum of 8 years' experience with the below technical competencies:
  - Exchange Server, Active Directory, Dell PowerEdge, AS400, Kronos, Quest/Radiant Systems, 802.11a/b/g/n
  - Nortel NSNA, CS1000, Nortel ERS55xx/8xxx, Cisco Nexus 7000, Cisco Mobility 3300
  - Cisco ASR 1002, Cisco 5500 Wireless Controller
- Must have previous experience with live, sporting and concert video production.

- Must have previous experience managing technical staff.
- Must demonstrate technical knowledge of video and audio equipment.
- Must have experience and working knowledge of the following equipment: Ross Vision and Carbonite Switches, Click Effects Crossfire and Blaze, Daktronics VPlay, EVS stadium solution equipment, Clear-Com intercom equipment
- Superior customer service & interaction skills.
- Exceptional communication skills.
- Ability to work nights/weekends/holidays.

### **Education and/or Experience**

- College degree preferred in a related field, 8-10 years of direct experience in duties will be considered in lieu of the degree.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

“No certifications are required.”

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility. This position is exposed to adverse conditions.

**NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

### **TO APPLY:**

This position offers a competitive salary and benefit package. **Please send a copy of your most recent resume and cover letter which includes salary requirements to:**

**Erica Guilmino**  
**smghr@smgneworleans.com**  
**Mercedes-Benz Superdome**  
**P.O. Box 52439**  
**New Orleans, La 70113**  
**Fax: 504-587-3500**

SMG is an Equal Opportunity/Affirmative Action employer,  
and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to  
apply. VEVRAA Federal Contractor.

Opened: 2/11/15

Closed: