



Museum of the City of New York
Digital Producer

The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. The Museum is riding an exciting wave of success and is in the midst of a revitalization of its mission and operations, which centers on the renovation and expansion of its historic building, the advancement of the stewardship of its collections, and new and ambitious exhibitions, publications, and public and school programs.

The Museum seeks a Digital Producer to join the Marketing team. The ideal candidate should be energetic, a problem-solver and well-organized. He or she must possess excellent project management and writing skills as well as the ability to juggle multiple and diverse assignments with departmental stakeholders. The candidate must also have a deep knowledge of Drupal 8 and Wordpress.

This position will be responsible for driving management of several digital properties including MCNY.org, digital exhibition installations, and maintenance of our current apps. This position will also propose and drive new technologies as it relates to on-site, online, and multi-media projects. She or he will have experience working in a cultural institution, digital or web development firm, proven track record of working under pressure to meet deadlines, and the tools to effectively and efficiently manage projects to deliver on-time and on budget.

Roles and Responsibilities:

Online

- Manage the roadmap for mcny.org and other online properties (e.g. Activist New York, Greatest Grid mini-sites)
- Collaborate with internal stakeholders to translate new business and content requirements into user-friendly design solutions
- Work with external consultants, providing the brief and communicating priorities for design and development
- Track all project administration, including contracts, budgets and payments, Statements of Work, and project timelines. Identify any areas of risk or need for course adjustment ahead of time.
- Provide CMS (Drupal 8) training and assistance for content editors throughout the museum
- Monitor analytics (Google) for performance on KPIs, and present monthly reports to the executive team
- Assist with content uploads and image sourcing/editing as needed
- Stay current with evolving online trends including future directions for Drupal CMS, mobile responsive platforms, and interface design for immersive storytelling and successful brand experiences

On-site

- Assist in the maintenance of existing digital experiences (social media walls, interactive touch displays, linear media presentations) in the galleries, including the permanent exhibition *New York At Its Core*, and temporary exhibitions such as *Activist New York*.
- Work with curator-led teams to develop new concepts and briefs for digital experiences in exhibitions

- Develop and maintain relationships with external consultants to deliver digital experiences in exhibitions, including but not limited to, UX designers, visual designers, developers, media/filmmakers, AV/IT specialists
- Manage project administration

Apps

- Manage the relationship with external vendor for the Gilded NY app (currently available for iTunes and Android), including contract, payment, and customer support issues
- Monitor the performance of the app using Yahoo Flurry analytics tool
- Coordinate content partnership with Urban Archive app team

Multi-media

- Provide project management support for internal multi-media/video production projects

A successful candidate will have:

- 3-5 years' experience in Digital Production, Digital Project Management, User Experience, or related field
- Proven experience working within cross-disciplinary teams of user experience designers, visual designers, developers, digital content, and IT/AV professionals
- Experience with design, development and maintenance of digital initiatives online (websites, apps, social platforms) and in physical spaces (museum exhibition context preferred)
- Strong project management skills with a high level of organization and attention to detail
- Experience with a range of software used for Project Management including, but not limited to, Assembla, Basecamp, Slack, Google Drive, in addition to Microsoft Office Suite
- Experience with Drupal CMS preferred
- Knowledge of analytics tracking, including Google Analytics and Yahoo Flurry
- Experience creating digital products and/or strategies for museum, educational, cultural, or related institutions is highly desirable
- A commitment to producing exceptional digital products within a user experience research and design framework
- Ability to work under tight deadline pressure while remaining calm and at ease with internal and external clients
- Excellent time management, written, and verbal communication skills
- Related Bachelor's degree in digital media production, user-experience design, computer science, or equivalent work experience

Please send resume with cover letter and salary requirements to the Museum of the City of New York, Attention: Human Resources Department, 1220 Fifth Avenue, New York, New York 10029 or email to jobs@mcny.org. To be considered, please include *Job Title* within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. We encourage applications from all individuals regardless of age, gender identification, race, ethnicity, marital status, disability, religion, or sexual orientation, and evaluate all candidates based on merit.