

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. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.

The Museum seeks a Digital Producer to join the Marketing team. The ideal candidate should be energetic, a problem-solver and well-organized. The candidate 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 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. The candidate 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.

The annual salary range for the position is \$60,000 - \$65,000.

Roles and Responsibilities:

Online

- Manage the roadmap for mcny.org and other online properties
- 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.
- 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

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 content on third-party apps including curation, and copyright permissions
- Manage external contractors and third-party app vendors expectations and deliverables

Multi-media

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

A successful candidate will have:

- Bachelor's degree in digital media production, user-experience design, computer science, or equivalent
- 2-5 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
- 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
- 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
- Knowledge of SEO and YouTube optimization preferred
- Knowledge of video and audio production and editing a plus
- Multilingual abilities are a plus

Benefits

The position offers a competitive benefits package including medical, dental, vision, FSA, HSA, life insurance, 401K and pension plan, short and long-term disability. Voluntary critical illness, accident insurance, legal services, pet insurance, and Employee Assistance Program. The Museum has a generous paid time off policy including 12 sick days per year, vacation and 12 holidays.

Your employment relationship with the Museum qualifies you for free or discounted admissions to other participating cultural institutions.

How to Apply

Please send resume with cover letter in pdf format to the Museum of the City of New York, Attention: Human Resources Department, at jobs@mcny.org. To be considered, please include **Digital Producer** within the subject line of your email.

In accordance with applicable law, as a term and condition of employment, all candidates must present full vaccination against COVID-19. Reasonable accommodations may be made upon request to Human Resources in accordance with applicable federal, state, and local law

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. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the museum has facilities. The Museum is an AAP employer.