

ELIAS JACOBSON, MS

ACADEMIC TECHNOLOGY, DIGITAL MEDIA & ONLINE COMMUNICATIONS SPECIALIST

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PEOPLE-ORIENTED TECHNOLOGY
PROFESSIONAL WITH
SUPERVISORY AND TECHNICAL
EXPERIENCE IN EDUCATIONAL
AND CORPORATE SETTINGS

EDUCATION

BRANDEIS UNIVERSITY
WALTHAM, MA
2016

M.S. INFORMATION TECHNOLOGY MANAGEMENT

Information security and compliance, Project management, Organizational/Operational strategy, Organizational behavior, Professional communications

THE EVERGREEN STATE COLLEGE
OLYMPIA, WA
2007

B.A. MEDIA TECHNOLOGY

Advanced Audio Recording, Electronic Music Technology, Hybrid Music Technology (Electro/acoustic), Audio speaker Design & Production, Film Production, Digital Video Production, World music and culture

RELEVANT EXPERIENCE

BRANDEIS UNIVERSITY
2012-Present

DIGITAL MEDIA & WEB CONFERENCING LEAD 2015-Present

- Promoted to this position in 2015 to reflect additional responsibilities of implementing and overseeing web conferencing services, the Brandeis lecture capture program, and digital media services
- Implemented and oversaw installation and service launch of campus video server (Ensemble Video) including ongoing maintenance, development of support documentation and community user support/training
- Supervise staff and student staff members providing direction and training
- Extensive knowledge of accessibility standards and technology to support ADA compliant closed-captioning, described media content and assistive listening technology
- Developed a streamlined workflow for public webinar support, resulting in a significant increase in frequency of webinar support requests and increased viewership
- Expanded university lecture program from 2 classrooms to 18 classrooms with significant increase of faculty adoption
- Implemented "Active Learning" technology for in-class interactive activities such as live polling and quizzing
- Tested and implemented installation of auto-tracking cameras for select lecture capture-equipped classrooms
- Oversaw launch and support of site license for video conferencing software (Zoom, Blue Jeans and Adobe Connect) including online documentation, community outreach, user training, and vendor relations
- Supported the launch of online programs utilizing videoconference software for distance learning
- Developed and managed accessibility programs for digital media content, including closed-captioning and descriptive services
- Oversaw LMS (Moodle) integration of supported external services
- Prepared, equipped and trained faculty with tools for distance learning
- Developed a streamlined workflow for self-service video streaming, allowing campus constituents to support their own events including Athletics and the Music Department.
- Extensively researched, tested and streamlined a workflow for incorporating live closed-captions for live-streamed large scale events to meet the institution's goal of providing fully accessible content to the community.
- Oversaw successful streaming broadcast of large-scale campus events including annual commencement ceremonies, university presidential inauguration, and others

MEDIA TECHNOLOGY SYSTEMS ADMINISTRATOR 2012-2015

- System administrator for the university's digital media server and automated lecture capture systems/Active Learning Platform
- Manager of the on-demand course video program
- Implemented and provided central support for online learning programs utilizing video conferencing technology
- Train and educate faculty, students, and university staff for all digital media related inquiries
- Administrator and lead support specialist for site licenses of video conferencing systems (Zoom, Blue Jeans, and Adobe Connect)
- Live video streaming and production specialist for event broadcasting (studio and event recording and post-production)
- Community training for digital media services and software (one-on-one and group trainings/presentations)

- Vendor management for cloud and self-hosted software systems.
- Event technology support including planning, setup/staging, and execution of events of all sizes and magnitudes.
- “Green line”/High profile event technology support.
- Classroom technology support including configuration, troubleshooting and repair of classroom projectors, touch panels, computers, a/v switchers, lecture capture equipment, etc.
- Equipment research, procurement, maintenance and repair

**VISUAL AIDS
ELECTRONICS
(FORMERLY
MARRIOTT
BOSTON-
NEWTON)
2007-2012**

TECHNICAL COORDINATOR/AV SUPERVISOR 2010-2012

- Supervised, scheduled, and trained staff over 3 hotel properties in the Boston area
- Maintained equipment inventory including service and repairs.
- Collaborated with clients to plan events, work within quoted budgets, and supervise staffing
- Created estimates and invoices using computer inventory and billing system
- Awarded multiple “Excellent Customer Service” accolades from clients
- Oversaw the setup and execution of all audio/visual services of hotel functions
- Provided event support for all events ranging from small A/V-only meetings to large-scale keynote sessions with extensive equipment for up to 1000 people

AUDIO/VISUAL TECHNICIAN 2007-2010

- Awarded Most Valuable Team Player award in June 2009 (Marriott Boston-Newton)
- Responsible for the setup and strike of audio/visual equipment for hotel functions.
- Operated audio/visual equipment for live events.
- Provided excellent technical support and customer service for hotel guests

**IMAGE MAKER
AUDIO/VIDEO
2006-2007**

HOME THEATER AND DIRECTV INSTALLATION TECHNICIAN

- Installed and serviced home theater equipment subcontracted through Circuit City, Sears, and directly through Image Maker A/V including: Wall mounting of flat panel LCD/Plasma TVs, installation of surround sound systems, in-wall hidden wires for A/V equipment and incorporation of a wide range of A/V components
- Certified Firedog A/V technician through Circuit City
- Installed DirecTV satellite dishes (through Circuit City and Ironwood Communications)

SKILLS/PROFICIENCIES

VIDEO CONFERENCING/WEBINAR TECHNOLOGY

- Zoom (Enterprise account admin)
- Blue Jeans (Enterprise account admin)
- Adobe Connect (Enterprise account admin)
- H.323/SIP technologies

VIDEO SERVERS AND STREAMING SOFTWARE

- Livestream platform and CDN (Enterprise account admin)
- Ensemble Video server (System admin)
- Wowza streaming engine
- Brightcove media platform and CDN
- Wirecast
- Livestream Studio
- Open Broadcast Software
- Adobe Flash Media Live Encoder

LECTURE CAPTURE SYSTEMS AND SOFTWARE

- Echo360 ESS and Active Learning Platform
- Mediasite by Sonic Foundry
- Camtasia
- Ensemble Anthem

ACCESSIBILITY SOFTWARE AND SERVICES

- On demand captioning vendors: Rev.com, Automatic Sync Technologies, Cielo24
- Captioning software: Amara
- National Captioning Institute (live captioning services)
- Live-caption encoding hardware from EEG ent. (HD492)

TRAININGS

- EDUCAUSE/NERCOMP Managers training course (2015)
- INFOCOMM Network Technology course (2015)
- ECHO360 user conferences and trainings (annual)