



Director of Technology and Operations

Reports to: Executive Director
Supervises: Technical Director, A/V Technician, Building Engineer, Contract Services
FLSA Status: Full time, exempt employee
Date Written: January 2021

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is a brand-new museum in Washington, D.C. Built on an idea rather than a collection of objects, it's an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Established by philanthropist and educator Ann Friedman, the museum is housed in the Franklin School, a newly restored and rehabilitated National Historic Landmark at the corner of 13th and K Streets, NW, in the heart of downtown. The building has undergone an extensive interior restoration, and the museum has installed architecturally significant large-scale, high-tech, and media-intensive exhibits and installations. The museum opened to visitors in October 2020 during the global health pandemic and operates a growing portfolio of online public and education programming. We are still at the earliest stages of growth and development as an organization, working to maximize the enormous potential of the exhibit content and experiences that have been created. We anticipate annual visitorship to the museum of 150,000 people.

POSITION

Planet Word is searching for a creative and entrepreneurial Director of Technology and Operations to help us bring to life and maximize the impact of a large portfolio of media-intensive museum exhibits and installations, a 150-year-old National Historic Landmark facility, and a brand-new start-up cultural organization. Responsibilities include overseeing the museum's technology and A/V services, information technology and business systems development, and facilities. The Director is a key member of a small, nimble, and highly creative team, responsible for the stellar performance of the museum's exhibit experiences and digital engagement, as well as ensuring highest-quality, rapidly evolving business systems and operations, and providing oversight of facility operations and risk management of a five-story 55,000-square foot building in downtown D.C. The ideal candidate will embrace both museum technology and business operations, and have experience in facilities operation or transferrable leadership experience.

SUMMARY OF RESPONSIBILITIES

- **EXHIBITS and INSTALLATIONS:** Oversee the ongoing operation, care, and maintenance of brand-new and custom exhibit interactive technologies, including A/V, with the goal of maximizing the visitor experience. All 10 of Planet Word's award-winning immersive exhibit experiences feature extensive use of media and voice activation. Local Projects designed the exhibits and produced the media; A/V integration and exhibit fabrication and installation were executed by the Solomon Group. Hypersonic engineered the 12-foot-diameter, 5,000-LED collapsible globe, and the Speaking Willow outdoor art installation was created by media artist Rafael Lozano-Hemmer and his Antimodular Studio. An additional digital art installation was developed and produced by Sosolimited. Support services and maintenance contracts are in place. In addition, this position is responsible for overseeing A/V operations for programs and events, both onsite and online.
- **DIGITAL ENGAGEMENT:** Direct the development and implementation of the museum's digital and online applications, including website, social media platforms, in-gallery technology, online programming, and video content. Partner with programming, education, and curatorial staff to produce and adapt exhibition and program-

related content for digital platforms. Work closely with fundraising and membership to support digital opportunities for acquisition.

- **BUSINESS SYSTEMS AND OPERATIONS:** Develop and maintain responsive business systems and the information technology systems required to support them, including major support of ticketing, CRM integration, and point-of-sale for admissions and gift shop. Responsible for the planning, development, implementation, and coordination of all IT services, including enterprise applications, security, network and server infrastructure, telecommunications, telephone services, and help desk.
- **FACILITY OPERATIONS:** Supervise and coordinate facility operations, planning, maintenance, and improvements. Responsible for developing and maintaining a security program (with third-party vendor), oversight of general maintenance and repair of the building, including an ongoing preventive maintenance program for security, fire/life safety and all mechanical systems; responsible for ongoing review, update, and testing of emergency preparedness plan; oversee and/or initiate, negotiate, and administer building and service contractual agreements with regard to security, maintenance, landscaping, and engineering, and all capital improvements. Responsible for ensuring museum compliance with all relevant codes. Responsible for budget development.

(To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations or modifications to these duties and qualifications may be made to enable individuals with disabilities to perform the essential functions of this role however, these duties and qualifications will not be removed entirely.)

QUALIFICATIONS AND SKILLS

- Minimum 5-7 years of IT management experience
 - Experience implementing, supporting, and/or administering museum applications hosted locally and in the cloud
 - Broad understanding of museum practice, IT requirements, business needs and new technologies
 - Experience working with start-up organizations is a plus
 - Facilities experience is a plus
 - Strong analytical, troubleshooting, and problem-solving skills
 - Strong time management and organizational skills
 - Excellent oral and written communication skills
 - Patience, flexibility, and willingness to explain, mentor, and teach business systems and software applications to staff.
 - Bachelor's degree required. Master's degree in a related field is a plus.
- Specific experience:
- Experience in A/V stack maintenance and troubleshooting including Medialon, Dante, Q-sys, Pandora's Box, and Brightsign
 - Experience working directly with software developers and custom software including iOS and Unity is a plus
 - Experience working in software development environment and familiar with acceptance testing, debugging, troubleshooting and maintenance
 - Experience working with SaaS vendors including contract evaluation, integration, testing and deployment, and support
 - Database administration in SQL or equivalent
 - Working knowledge of PCI-DSS requirements preferred

WORK ENVIRONMENT AND 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 sit, use hands and arms to operate keyboard, mouse, and phone. The employee needs to regularly use senses of sight and hearing. The employee is frequently required to reach with hands and arms and is occasionally required to stand; walk stoop or kneel. The employee is occasionally required to lift up to 50 pounds.

TO APPLY

Please send your resume, a thoughtful cover letter that speaks to your interest in Planet Word and your fit for this position, and salary requirements to:

Careers@PlanetWordMuseum.org

Subject: Director of Technology and Operations

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status. Planet Word's commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.