



Audio Visual Technician

Reports to: Director of Technology
FLSA Status: Part Time
Rate: \$24-\$26/HR
DATE WRITTEN: March 2024

ORGANIZATION:

Planet Word (www.planetwordmuseum.org) is a brand-new 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 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 Washington, D.C. The building has undergone an extensive interior restoration, and the museum has installed architecturally significant 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 in an early stage of growth and development as an organization, working to maximize the enormous potential of the exhibit content and experiences that have been created.

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.

POSITION:

A dynamic Audio-Visual Technician to support a range of initiatives at Planet Word, including public programs, private group admissions, and exhibition-related support. This role requires a deep understanding of AV technologies and the ability to effectively manage AV needs in various scenarios, maintaining the high production standards of the museum's exhibitions and events.

ESSENTIAL FUNCTIONS: *(other duties as assigned)*

- Maintenance of all exhibition, programming, and events AV equipment to ensure all are up and

- running and working correctly.
- Run lights, sound, screen and web-broadcast of live events in support of Planet Word education and public programs.
- Support, troubleshoot, and repair AV systems including exhibits, auditorium, event spaces, classrooms, conference rooms, and offices.
- Verifying and testing AV programming.
- Ensure AV as-builts are up to date and accurate.
- Ensure AV maintenance plans are executed in a timely manner as defined in the plan.
- Proactively monitor exhibitions to ensure uptime and correctness.
- Follow and document daily on/off procedures for exhibitions.
- Train Visitor Services staff on basic AV exhibition support.
- Setup and strike temporary AV equipment in support of events.
- Troubleshoot and repair AV as needed.
- Track AV equipment usage and spares.
- Log and monitor exhibit AV bugs and coordinate repairs with external partners as needed.
- Work with the Director to develop basic exhibition troubleshooting guidelines and cross-train.
- Strike and reinstall exhibition AV equipment per event needs.

QUALIFICATIONS AND SKILLS:

- Bachelor's degree or equivalent job experience; specialized study in broadcast, communications, production, technology, art, film, or related field preferred.
- Minimum 2 years related experience in audio visual systems integration and support; museum exhibit experience preferred.
- OSHA Certification (training is provided if necessary).
- Required AV skills/experience: lighting design, AV equipment maintenance, media production/publishing, and basic understanding of networking. Exhibition installation and maintenance, projection mapping and geometry correction, a plus.
- Experience working with the following AV systems/hardware: Medialon, Q-SYS, WatchDog, Pandora's Box Server/Manage, Dante, Brightsign/BrightAuthor, QSC Q-Sys, Mobile device management (MDM), Computers, Servers, and iPads.
- Ability to explain complex technology and audio-visual related issues with non-technical staff.
- Ability to prioritize and adjust heavy workload, manage a variety of tasks, and meet various deadlines with changing priorities, frequent interruptions, and conflicting deadlines.
- Ability to work evenings, weekends, and off-site as appropriate; 24/7 for critical exhibition issues.

SUMMARY OF RESPONSIBILITIES:

Maintenance:

The A/V Technician team is accountable for the collaborative upkeep of nine permanent galleries, classrooms, auditorium, and several ancillary experiences of mixed technologies, all controlled through a Medialon show control system. Regular maintenance consists of a variety of tasks: tracing and reseating cables, removing touch-responsive monitors from walls and fixing peripherals, cleaning, cable management, replacing and reconfiguring faulty equipment, making software updates, completing logs, documenting processes, calibrating cameras and projectors, managing the sound systems, collaborating

with contractors, maintaining an inventory, and other related tasks to keep the museum's exhibitions, public programs, and private group admissions with a high production standard.

Troubleshooting:

Occasionally, technology behaves in ways that are not intended. The ideal candidate will be very comfortable following line diagrams, manufacturer instruction manuals, in-house documentation, and their own knowledge of these technologies to discover issues, document steps, and restore exhibitions and other AV equipment to their intended state. Sometimes this is as easy as reformatting an SD card, at other times troubleshooting highly complex issues.

Scheduling:

Due to the nature of the Museum, this position will have a varied schedule depending on the needs throughout the week. This may include working off hours, and weekends.

Daily Operations:

Depending on museum scheduling, you may be opening the museum one day, resetting an exhibition another day, or managing the AV for an event. On slower days, you may be performing maintenance on the exhibitions, working on the inventory system, or preparing AV for a future event or program. It is a highly dynamic and technical position.

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 required to stand, walk, stoop, or kneel. The employee is frequently required to lift up to 50 pounds, operate lifts, and work while on a ladder. The employee must be able to wear Personal Protection Equipment and enter noisy, dirty, and dusty facility and exhibit construction areas

To Apply

Please send your resume and a letter of interest via email to:

Careers@planetwordmuseum.org

Subject: AV Technician