



A/V Technician

Reports to: Technical Director
FLSA Status: Fulltime, regular, exempt
Date Written/Revised: August 2022

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 onsite and 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.

POSITION

Planet Word is seeking a full time A/V Technician. All work is in a building open to the public. The ideal applicant has a strong grasp of how A/V systems work, excellent written and oral communication skills; is highly organized, collaborative, and capable of making sound decisions that support the needs of the museum; takes feedback and constructive criticism well; and thinks on their feet.

This position is responsible for several aspects of our exhibition A/V stack and must be comfortable using a variety of tools to complete maintenance on exhibition A/V equipment and custom fabricated elements in highly specific installation scenarios. The exhibitions at Planet Word are deployed using a lot of custom software. This software, supported by our exhibition designers and fabricators, includes iPad apps, network traffic management, BrightSign presentations, Unity applications, Steam VR modules, windows Unity software, an array of Azure cloud services, and inter-device communication servers. While we don't expect an A/V technician to be a software engineer or programmer, understanding how these technologies work individually and symbiotically is critical to the success of the team.

Hardware within the museum includes:

- BrightSign players
- Christie & Panasonic projectors
- Dante audio networking devices
- Network to DMX nodes
- Extron extenders
- iPads & SimpleMDM
- LED tape & DMX lighting
- Microphones & headphones
- Networking hardware
- Pandora's Box media servers
- Powered & amp supported speakers
- QSys & I/O Frames
- Touch screen monitors
- USB extenders
- Windows computers of various hardware configurations
- Vive / Valve VR components

This position also works closely with Planet Word staff to provide A/V and technical support for programs and events at the museum, offsite, or online, including private events.

SUMMARY OF RESPONSIBILITIES

Maintenance:

The A/V Technician team is accountable for the collaborative upkeep of ten permanent galleries 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, collaborating with contractors, and other related tasks to keep the museum's exhibitions running at all times.

The A/V Technician team is also responsible for minor repairs to exhibit structures, props, elements, and furniture around the museum. This includes using adhesives, fasteners, small-scale painting, and minimal carpentry skills to repair things like table legs, iPad stands, and other exhibit components.

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 to their intended state. Sometimes this is as easy as reformatting an SD card and re-pushing content to a BrightSign player, at other times troubleshooting may involve highly detailed documentation of a problem with a Pandora's Box Media Server and our network infrastructure and collaborating with co-workers and contractors to restore an exhibition's functionality.

Daily Museum Operations:

Every day we are open to the public, an A/V Technician starts up the galleries and does a comprehensive, documented walk-through of the exhibitions. During this time the A/V Technician checks the functionality of every experience and addresses any issues prior to opening. Additionally, the A/V Technician works to keep the museum running by addressing any issues that may arise throughout the day. The ideal candidate will understand the museum's priorities and be able to address challenges accordingly. When not working the museum floor, this role manages the back stock of electronics inventory, cleans and organizes public-facing exhibit components, and collaborates with the department on long-term maintenance projects.

Support for Programs and Events:

This role supports the museum's public programs and private events by assisting with the setup and reinstall of exhibition A/V equipment and the setup and strike of temporary AV equipment in support of events, as well as providing AV support for programming, rehearsals, and running technology for live and online events. The candidate should be comfortable following floor plans for setup of meetings and other live events, as well as run-of-show documents, schedules, and rental equipment pull lists. The A/V Technician team works smoothly while running zoom rooms, sound, lighting, and presentations for events, and provides troubleshooting on-the-fly as needed.

QUALIFICATIONS AND SKILLS

- High school diploma or equivalent educational certification preferred.
- Must proficiently read, write, and speak English.
- Minimum of 2-5 years of related A/V systems integration experience required, museum experience preferred.
- Continuing education in the field preferred.
- Ability to work independently with minimal supervision.



- Ability to work evenings and weekends.

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:

- Stand, walk, reach, and use arms to perform tasks as well as push and pull objects and grasp with hands
- Use various machinery and hand tools, sometimes in tight spaces and difficult to reach locations
- Talk and hear, and occasionally required to smell
- On a frequent basis sit, stoop, crouch, kneel, crawl, balance, twist, turn, climb stairs, ladders, and lifts, work at heights and in environments with temperature ranges both while working outside and inside
- Lift and/or move up to 50 lbs., and occasionally required to lift/move 50+ lbs.
- Use close vision, distance vision, color vision, and depth perception
- Movement between floors and outside grounds to facilitate work

SALARY AND BENEFITS

\$42,000 - \$52,000/year

Planet Word offers a generous benefits package including:

Full employee medical, dental, vision, life, STD/LTD/AD&D coverage plus 50% dependent share and 403(b) plan

PTO: Vacation, holidays, personal days

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.

TO APPLY

Please submit your resume, cover letter, and salary requirements via

Careers@PlanetWordMuseum.org

Subject: A/V Technician

