



Audio Visual Technician

Job Description

Department: Facilities and Operations

Location: San Francisco

Reports to: Senior AV & IT Manager

FLSA Code: Non-Exempt

Hours: 40 hours/week, includes weekends

Rate: \$25-\$30/hour

POSITION PURPOSE:

The role of the Audio Visual (AV) Technician is to take direction from the Senior AV & IT Manager in supporting significant components of The Walt Disney Museum's AV systems as well as providing a smooth and stable infrastructure. The role is to carry out planned preventative maintenance, reactive repairs, and minor installation work in relation to the Audio-Visual equipment as well as minor IT desktop support. This position requires availability on Fridays, Saturdays, and Sundays during regular museum hours, with occasional evening events as needed.

ESSENTIAL RESPONSIBILITIES:

- Provide a full range of AV technical duties including minor AV installation assistance, reactive AV work, repairs work, maintenance tasks, and AV equipment for daily and special events.
- Ensure gallery exhibitions function correctly and remain tidy during regular museum hours and as required by special events.
- Provide general site services including the AV housekeeping of work areas.
- Assist in the daily activities of the audiovisual and facilities team.
- Ensure a safe & healthy working environment, and compliance with all policies and procedures.
- Present a professional image to visitors, external event clients and vendors and ensure excellence in customer service.
- Provide AV support prior, during, and after Education, Public Programs, private events, and meetings.
- Ability to manage and co-ordinate multiple assigned projects simultaneously.
- Perform minor desktop technical support for staff, troubleshooting various hardware and software applications and escalate to IT team when necessary.
- Identify, assess, and improve internal processes.
- Carry out other AV related duties when assigned.

MINIMUM QUALIFICATIONS:

WORK EXPERIENCE:

This is an introductory position, but 1 years' experience is preferred.

SKILLS AND ABILITIES:

- Knowledge of AV equipment, including good computer and software skills.
- Superior written and oral communications.
- Flexibility to work in a dynamic company atmosphere.
- Excellent organizational skills.
- Able to respond to emergency situations.
- Availability to support ongoing events including some evenings.
- Availability of a flexible schedule when adjustments are needed.
- Must be a detail-oriented multi-tasker.
- Should possess excellent customer service and interpersonal skills to relate and communicate with all levels of the WDFM community.
- Must be a team player.

WORKING CONDITIONS:**PHYSICAL DEMANDS****SPECIAL ENVIRONMENTAL FACTORS:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders), reaching above the shoulders, lifting of up to 50 lbs., lifting and transporting moderately heavy objects such as furniture, file cabinets, equipment, boxes, etc. Work may require occasional evening work.