

SENIOR AUDIO VISUAL(AV) AND INFORMATION TECHNOLOGY(IT) MANAGER
JOB DESCRIPTION

Department: Facilities
Reports to: Director of Facilities and Operations
Manage Staff: Yes
Hours: 40 hours/week, may include nights/weekends

Location: San Francisco
Status: Full Time
FLSA Code: Exempt

JOB FUNCTION:

The Senior AV/IT Manager at the Walt Disney Family Museum (WDFM) is responsible for managing and guiding the museum's audiovisual (AV) and information technology (IT) systems and team members. This key role ensures seamless operation and optimal performance of AV and IT infrastructure and team during business hours and special events. The Manager is a strategic leader, guiding the museum in technological advancements and collaborating closely with museum management to implement new systems and solutions. The Manager will also work with various departments to offer suggestions, project management, and cost evaluation on proposed projects.

In the AV domain, the Senior AV/IT Manager ensures the seamless integration of audiovisual technology across all museum functions. This includes providing robust support for current and future interactives and displays.

In the IT domain, the Senior AV/IT Manager is responsible for the implementation and maintenance of the museum's technological infrastructure, ensuring the reliability and availability of all critical systems. This role requires an individual with sound judgment, quick IT knowledgeable responses, and the ability to lead and develop current IT staff.

DUTIES AND RESPONSIBILITIES:

AV Systems Management:

- Perform and guide team on component-level troubleshooting of AV equipment, including projectors, multimedia displays, audio processors, amplifiers, HD/SD media players, RFID readers, speakers, headphones, and handsets.
- Ensure that the aging Museum media playback devices including Crestron Brightsign, Delta Media Server, Nugget, and MantisMC, including device-specific software control and programs for loading exhibition materials are maintained by AV staff.
- Manage inventory of all AV equipment, ensuring proper asset management, including maintenance, warranties, and repair records, including supplying projected maintenance schedules and replacements.
- Act as a main point of contact for all Museum gallery AV upgrades with Museum leadership, designers, and contractors.
- Design and implement AV strategic plan in consultation with Museum Management.
- Assist in developing an annual AV budget, establish operating priorities, and monitor expenses.
- Manage AV team members in daily tasks and assigned projects.

IT Infrastructure and Strategic Management:

- Manage, develop, and direct an effective IT organization that meets the museum's needs.

- Work with Director of Facilities & Operations to control costs while providing outstanding service.
- Collaborate with the administrative management team to enhance the automation systems of the museum's Front and Back Office functions.
- Design, execute, and validate the museum's backup and disaster recovery plans.
- Ensure strong and reliable network and telecommunications systems, with robust cybersecurity measures.
- Develop and improve existing Cybersecurity systems and disaster recovery plans in case of a cyber-attack, including staff education and training on phishing attempts.
- Assist in developing an annual IT budget, establish operating priorities, and monitor expenses.
- Manage the procurement, installation, and maintenance of software and hardware.
- Complete assigned IT and AV projects, ensuring alignment with the museum's strategic goals.
- Establish and maintain effective relationships with outside business contacts and vendors.
- Manage IT team members in daily tasks and assigned projects while providing guidance and training.

Information Management:

- Oversee the museum's information processing, storage, retrieval, and cybersecurity systems.
- Implement and manage Active Directory, Windows Server, Exchange, and other IT infrastructure components, including all POS and ticketing systems.
- Manage network communications, including DNS, WINS, DHCP, and LDAP, ensuring strong network standards and topologies.
- Utilize Cloud based, SAN and NAS storage technologies effectively to meet the museum's storage needs.
- Stay abreast of rapidly changing technologies and apply them to improve the museum's operations.

Project Management:

- Lead AV/IT projects from conception to completion, ensuring they are delivered on time, within budget, and to the required quality standards.
- Work closely with other departments to understand their technological needs and propose solutions that align with the museum's goals.
- Create and manage the AV/IT budgets, including forecasting, expenditure tracking, and reporting, including creating and presenting RFP for larger projects.

Communication and Customer Service:

- Communicate often and clearly with all staff regarding the museum's technological planning and direction.
- Respond to and address fellow employee and guest complaints in a timely and professional manner.

Compliance and Documentation:

- Ensure all AV and IT systems comply with relevant regulations, standards, and best practices.
- Maintain accurate documentation of systems, procedures, and policies.

- Create, implement, and conduct a procedure for regular audits and assessments of AV/IT systems to ensure optimal performance.
- Develop and implement the museum's IT cybersecurity plan in consultation with Museum leadership.
- Additional AV and IT administrative responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Extensive AV hardware, software, and firmware knowledge while possessing superior skills to operate, maintain, and troubleshoot a broad variety of state-of-the-art AV equipment is essential for this position.
- Working knowledge of Active Directory, Windows server, and Exchange architecture, administration, and optimization.
- Working knowledge of 3rd party real-time messaging and video conferencing platforms such as Microsoft Teams, Google Meet and Zoom.
- Extensive experience configuring, deploying, and securing Windows servers and Windows-hosted services in an Active Directory domain.
- Strong knowledge of Active Directory Group Policy management and standard network services, e.g., DNS, WINS, DHCP and LDAP.
- Strong knowledge of network communications standards and topologies.
- Ability to effectively adapt to rapidly changing technologies and apply it to meet the business needs of the WDFM.
- Excellent customer service and interpersonal skills to relate and communicate to all levels of the WDFM community.
- Strong personnel management, supervision, and leadership skills.
- Ability to calmly handle crisis situations with minimal direction.
- Must be a team player.

EDUCATION AND EXPERIENCE:

- B.A. or B.S. in computer sciences is preferred or equivalent work experience is required.
- 10 years management and engineering experience as an IT Professional is required.
- Comprehensive understanding of IT Front and Back Office operations is required.
- Experience managing multiple operating systems which include Windows, Mac, Linux and other contemporary systems is desired.
- Microsoft and Cisco certification is desired.
- Comprehensive understanding of Cisco VoIP Telephony is desired.
- 5+ years management and engineering experience managing all aspects of state-of-the-art AV technology in a safe, secure, and hazardous-free manner is required.
- Strong knowledge of contemporary AV/Multimedia technologies including a wide range of state-of-the-art equipment, lighting, sound, and acoustics is required.
- Strong knowledge of advanced principles related to multimedia production functions for audio and video mediums required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

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) and reaching above the shoulders and lifting of up to 50 lbs. Lifting and transporting of moderately heavy objects, such as furniture, file cabinets, equipment, boxes, etc. Work may require occasional weekend and/or evening work.