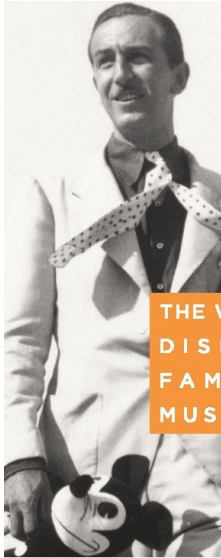


Audio-Visual and IT Technician

Job Description



Department: Audio Visual

Location: San Francisco

Reports to: Director of Facilities and Operations

Hours: Varies

Status: Full-Time (40 hours/week)

Includes Weekends and Some Evenings

FLSA Code: Non-Exempt

Pay: Between \$28-\$33/hour

POSITION PURPOSE:

The position of the Audio-Visual (AV) and IT Specialist is to support The Walt Disney Family Museum's AV exhibitions. As a part of the AV team, they will ensure that the Museum is "floor ready" for opening. These day-to-day operations include periodic walk-throughs, preventative maintenance, troubleshooting, and basic startup and shutdown of audio-visual systems.

This position will provide a full range of AV support, including setting up, running, and striking equipment for virtual and physical special events, recording/editing digital media upon request, and providing excellent customer support to clients. This position will also involve IT responsibilities including deployment of staff computers, providing hardware and software support to staff, and management of staff accounts. This position will be the main point of contact with an outsourced IT support provider.

DUTIES AND RESPONSIBILITIES:

Audio-Visual

- Provide a full range of AV support.
- Set up of AV equipment for daily, internal, and external special events.
- Filming live events for streaming and archival purposes with some video/audio editing when needed.
- Assisting with minor AV installations, repairs and maintenance tasks.
- Present a professional image to visitors and ensure excellence in customer service.
- Provide general site services including the housekeeping of work areas.
- Ensure a safe & healthy working environment, and compliance with all policies and procedures.
- Ability to manage and co-ordinate multiple projects simultaneously.
- Identify, assess and improve internal processes.
- Other duties as needed.

IT

- Account administration, on-premises: Active Directory
- Account administration, cloud: Adobe, AT&T Office@Hand, Microsoft Office 365 and Azure, Zoom (Mac, PC) and IT equipment lifecycle management: purchasing, configuring/deploying, troubleshooting, decommissioning
- Network switch port configuration

- Network patch panel & cable management
- DHCP and DNS (internal, external) administration
- Helpdesk support for WDFM staff
- IT training / orientation for new staff
- Other duties as needed.

MINIMUM QUALIFICATIONS:

- 2 years' experience in IT support and management
- 2 years' experience in the audio visual or related industry
- 2 years of sound and video editing experience

SKILLS AND ABILITIES:

- Working knowledge of AV equipment set up and technical uses.
- Basic understanding of IT related systems.
- Experience with Mac and PC Operating systems and software.
- Experience with Presentation Software. (PowerPoint, Keynote)
- Experience with virtual conference applications. (ZOOM, BlueJeans)
- Experience with Active Directory, Azure Active Directory
- Experience with and adequate knowledge of OneDrive, Teams, SharePoint, Exchange, DHCP/DNS
- A can-do attitude, excellent customer service demeanor, and a strong technical aptitude.
- The ability to handle multiple tasks with a focus on delivering a quality product is essential.
- The ability to read and produce system drawings (OmniGraffle, Visio)
- This position requires schedule flexibility with a schedule consisting of days, evenings and weekends.

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), 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 weekend and/or evening work.