



Junior Audio Visual Technician

Job Description

Department: Audiovisual and IT

Location: San Francisco

Reports to: Director of AV & IT

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 an entry-level, non-supervisory position that takes direct, day-to-day direction from the Director of AV & IT on discrete, assigned tasks. This role does not have independent decision-making authority over AV systems, infrastructure strategy, or budget, and does not supervise other staff. 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, all under direct supervision. 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 set up and removal of AV equipment for daily, public programs, 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 housekeeping of work areas.
- Assist the Director of AV & IT and other team members with assigned daily tasks as directed.
- 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.
- Ability to follow instructions and complete assigned tasks accurately and on schedule.
- Perform minor desktop technical support for staff, troubleshooting various hardware and software applications and escalate to IT team when necessary.
- Carry out other AV related duties when required.

MINIMUM QUALIFICATIONS:

WORK EXPERIENCE:

This is an entry-level position. No prior professional AV experience is required; up to 1 year of related professional experience is preferred but not mandatory.

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 programs and events, including 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) and reaching above the shoulders and lifting of up to 50 lbs. Lifting and transporting moderately heavy objects, such as monitors, speakers, equipment, boxes, ladders, etc. is required. Work may require occasional evening work.