POSITION DATA

JOB TITLE: AUDITORIUM AV/ MULTIMEDIA TECHNICIAN
DEPARTMENT: IT (Information Technology)
REPORTS TO: Director of AV and Multimedia Design and Operations

POSITION OVERVIEW
The National September 11 Memorial and Museum (9/11 Memorial) is seeking an experienced AV/multimedia technology professional to support organization’s live event and auditorium programming, as well as to be part of the team supporting the state of the art, public facing exhibit technologies within the Museum.

The incumbent will demonstrate strong communication skills, both verbally and in writing, with colleagues, vendors and the general public and be accustomed to working in a busy environment.

The Auditorium AV and Multimedia Technician will report to the Director of AV and Multimedia Design and Operations and will work as part of an AV team dedicated to supporting the Museum's media.

ESSENTIAL FUNCTIONS
- Be a part of a team of AV technicians, IT technicians, and Facilities/Engineering support personnel providing daily maintenance and troubleshooting on the 9/11 Memorial Museum’s multimedia systems.
- Coordinates the daily scheduling and AV/multimedia needs for the Museum’s auditorium.
- Maintains, supports, troubleshoots, and replaces when needed display screens, projectors, video extenders, and other AV hardware.
- Provides meetings, presentation, and classroom support.
- Coordinates closely with internal Facilities and Engineering staff, Security or Visitor Services staff, or Exhibitions teams to report and identify times when non-functioning devices can be replaced.
- Provides support 1pm-9pm per a changing schedule, with regular Saturday and Sunday shifts. Some 7am-3pm shifts also necessary.
- Be flexible to arrive early or remain late as needed to repair faulty equipment or to support events.

OTHER RESPONSIBILITIES
- The ability to work late nights/weekends, as needed.
- Reviews and assists in routine office or department tasks or assignments, as requested.
**VOLUNTEER REQUIREMENT**

- Participates in the Annual 5K Fundraiser and September 11th Commemoration, as assigned.
- Assists with other special projects and events in support of all 9/11 Memorial and Museum, as assigned.

**QUALIFICATIONS/SKILLS REQUIREMENT**

High school diploma or equivalent relevant experience

Experience with all or some of the following hardware and systems:
- Crestron DM switchers
- Crestron control processors
- Yamaha LS9-32 Mixing console
- Final Cut Pro
- Media Matrix NION Digital Signal processors
- Microsoft Power Point
- Apple MAC PRO
- Sennhieser Wireless mics
- Knowledge of Dante and AES digital audio protocols a plus

Self-motivated with experience working with complex AV systems in a fast-paced workplace.

Knowledge and background with some or all of hardware and systems referenced above

Experience working with media driven by Windows and Apple operating systems

Certified Technology Specialist (CTS) certification a plus

Ability to read AV prints

Experience working with digital signage

Working knowledge or better of IP networking

Experience working closely with technical, facilities, administrative, and senior staff levels in a demanding environment

Ability to climb ladders and lift up to 50-lbs

Experience with streaming and digital media formats, encoding, and transcoding

**HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to 911mmitjobs@911memorial.org
- Please visit our website at www.911memorial.org.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the 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 required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. The noise level in the office
environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business- related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.