

**DALLAS HOLOCAUST  
MUSEUM CENTER**  
for EDUCATION and TOLERANCE

**AV Technician**

Department: Operations  
Reports To: Director of Facilities  
FLSA Status: Full Time, Non-Exempt

The AV Technician at the Dallas Holocaust Museum will be expected to set up and operate audio and video equipment including microphones, sound speakers, video screens, projectors, exhibit video monitors and computers, connecting wires and cables, and related electronic equipment for the Museum exhibit, Cinemark and Dimensions in Testimony theaters, lobby digital signage, presentations during conferences, business partner presentations, teacher workshops, third party rentals and the Museum office. This position will require flexible hours including evening and weekends.

**Job Duties:**

- Manage exhibit technology
  - Start the exhibit system each morning
  - Perform a walk-through of the exhibit space to verify all of the exhibit equipment is correctly started
  - Manage an exhibit log to document problems that occur and when maintenance has been performed
  - Maintain cleaning of filters on projectors, computers, amplifiers, etc.
  - Reboot computers when the exhibit freezes, loses video, loses audio or loses connection
  - Routine maintenance and upkeep of exhibit monitors and computers throughout the Shoah and Pivot to America Wings
  - Maintain and adjust the settings in the exhibit during the day
  - Shut down the exhibit system at the end of each day
  - Perform a walk through to verify that exhibit equipment is shut down correctly
- Diagnose and resolve system issues throughout the Museum, lobby, classrooms, theaters and offices
- Work closely with EventWorks 4D regarding maintenance for the Dimensions in Testimony theater
- Become familiar with the Cinemark theater technology in order to operate during events/ programs
- Maintain the informational digital signage in the lobby
- Perform minor repairs and routine cleaning of all equipment throughout the Museum, lobby, classrooms, theaters and offices
- Other duties and projects as assigned

**Key Requirements:**

- Required: Strong working knowledge of computers, their components and how they operate.
- Required: Knowledge of how to restore the exhibit to functionality/ diagnose problems in a timely manner
- Preferred: Two plus years of experience with Audio and Video equipment
- Preferred: Crestron or Extron certified
- Strong interpersonal skills and ability to work effectively in a team environment
- Ability to Multi-task and meet strict deadlines
- Some evening and weekend work required – FLEXIBLE HOURS required

**Physical Requirements:**

- Ability to lift up to 50-80 lbs. and carry items while walking

**Competencies:**

- Judgment/Decision Making
- Communication – Oral and Written
- Organization/Planning
- Business Literacy
- Customer Focus
- Integrity
- Initiative
- Collaboration/Teamwork

The Dallas Holocaust Museum/Center for Education and Tolerance is an equal opportunity employer, we value and strongly encourage a diverse environment.

Applicants, please send cover letter referencing the job title and resume to [resume@dallasholocaustmuseum.org](mailto:resume@dallasholocaustmuseum.org)