

### Reclassification

Ministry

Arts, Culture and Status of Women

#### Describe: Basic Job Details

##### Position

Position ID

Position Name (30 characters)

Graphic Production Technician

Current Class

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

##### Employee

Employee Name (or Vacant)

##### Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

#### Design: Identify Job Duties and Value

##### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

JD is being updated to reflect the need for a technician role specializing in the production and installation of graphics (e.g., text and graphics panels, murals, etc.).

Responsibilities Removed:

Graphics production and installation is now a key outcome--language describing exhibit technician duties has been condensed.

##### Job Purpose and Organizational Context

Why the job exists:

The Heritage Division operates a network of museums and historic sites to fulfill its mandate to lead the stewardship of Alberta's heritage resources. In collaboration with other branches within the Heritage Division, the Royal Alberta Museum (RAM) Branch is responsible for designing and producing galleries, exhibits, interpretive features, and promotional products at 18 of the Division's museums (including the

RAM), historic sites and interpretive centres located throughout Alberta. The RAM Branch's Visitor Experience unit is instrumental in leading this work.

Reporting to the Lead Exhibit Technician, the Graphic Production Technician is a key member of the multidisciplinary team responsible for developing, installing, and maintaining exhibits, galleries, and similar public spaces in museums, historic sites, and interpretive centres that are under the Division's leadership. This position is primarily a graphic production specialist, who is also capable of supporting other aspects of the technical team's fabrication and maintenance-related work.

Responsibilities include operating the equipment needed to print and install graphic products in galleries, printing and mounting a variety of graphics products (e.g., text and graphics panels, murals, banners, etc.), and making straightforward edits to and/or finalizing production artwork for printing. The position also supports the set up and teardown of exhibits, which can include finishing walls and galleries and setting up exhibit furniture. This position also operates and maintains specialized graphics production equipment. This position collaborates closely with the unit's Graphic Designers to support and assist in the development and implementation of exhibition graphics. They also work with other team members in the unit to install and maintain exhibit components, to foster continuous improvement, and to sustain a culture of excellence and accountability.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

**Produce and install a variety of graphic products (including text and graphics panels, murals, banners and signage) required for museums exhibits, and also for general operational purposes (at museums and historic sites).**

- Finalize production-ready files for all graphic components, including, but not limited to, text, photography, images, illustrations, multilingual and graphic layouts.
- Assist in quality control by ensuring all graphic materials and finishes are fully specified; this includes creating and updating project-related tracking records for these deliverables.
- Produce graphics for installation using in-house graphics production equipment, ensuring quality and colour accuracy; this can include mounting print media on substrates by a variety of methods.
- Mount and/or install large-scale graphics on a variety of materials/surfaces, using techniques including dry mounting and laminating; this includes large scale graphics (e.g., murals) and small scale graphics (e.g., text and graphic panels).
- Contribute to the sourcing and contracting of printers and fabricators by preparing quotation packages with detailed specifications, obtaining quotations, and tracking changes to the production and installation of graphic components as they occur.
- Support the development of graphic layouts, templates, prototypes, mock-ups, and presentations for review and approval (concept and refinement) as well as for broader communication, promotional products, wayfinding signage, and various other graphic projects.
- Prepare and paint galleries.

**Conduct routine maintenance of both museum galleries and a graphics production workshop in a timely and professional manner, adhering to museum standards and health and safety regulations.**

- Conduct regular gallery walkthroughs to identify pinch points and faults, and inform relevant stakeholders.
- Repair and maintain exhibit graphics, object labels, and other display components as directed.
- Support the planning, scheduling, and purchasing of graphic-production materials and supplies, ensuring that all technical equipment is maintained and serviced regularly and appropriately.
- Populating pre-existing graphic layout templates with approved text and images, and coordinating a proofing process to finalize production-ready graphic files; this can include editing a previously used file to update content (as directed).
- Organize and maintain inventories of equipment, tools, supplies, and parts to ensure a clean, safe, and organized work environment and the prudent use of resources.
- Maintain graphics production equipment, including managing maintenance contracts and training and mentoring colleagues in its maintenance and operation; diagnose problems and identify repair

or replacement options.

- Provide input for the development of maintenance schedules.
- Make estimates related to production methods, technical specifications, materials, and equipment for forecasting exercises.
- Obtain competitive quotations for materials and procure them under the direction of the Lead Exhibit Technician.
- Archive final graphic layout files in accordance with Visitor Experience guidelines.

### **Contribute to the development and achievement of Visitor Experience Unit Plans and Priorities.**

- Collaborate with colleagues and project team members to meet each project's acceptance criteria in a safe, timely, and cost-effective manner.
- Participate in project teams as assigned.
- Liaise with team members to ensure proper and effective integration of different graphic elements.
- Provide regular project status updates to the Lead Exhibit Technician and Project Coordinator as requested.
- Assist colleagues in the creation of technical elevations and plan drawings for the purpose of installing graphics.
- Collaborate with other members of the technical team in assembling and/or dismantling exhibitions according to instructions.
- Assist with the changeovers of in-house exhibits.
- Assist other members of the technical team with fabrication and installation of exhibit components.
- Assemble and disassemble straightforward displays and assist Exhibit Technicians with complex displays.
- Ensure the safe operation, use, and storage of mobile elevated work platforms, ladders, and other equipment.
- Maintain a safe, tidy printshop environment and maintain plotters, tools and other equipment.
- Comply with all Occupational Health and Safety (OH&S) requirements to maintain a safe work environment.
- Participate in team meetings and other committees or project teams as assigned.
- Complete other related duties as assigned by the Manager and/or Lead Exhibit Technician.

### **Problem Solving**

Typical problems solved:

The incumbent is a member of multiple teams responsible for producing, installing, operating, maintaining, and decanting exhibitions. Each exhibit is a custom product, and the incumbent will be involved in diverse activities to assemble, install, and maintain exhibit components (often from detailed exhibit plans) and to prepare graphic layouts, print, assemble, install, and maintain exhibit components. The Graphic Production Technician applies creativity and judgment to determine how best to proceed within concept designs, instruction provided, structured processes, and well-established guidelines.

Types of guidance available for problem solving:

Guidance for problem-solving is available from Lead Exhibit Technician, Exhibit Technicians, Graphic Designers, Exhibit Fabrication Specialists, and/or other unit personnel and project team members. Defined procedures and guidelines also inform problem-solving. Graphic Production Technicians must be cognizant of risks involved if work is not done properly (e.g., OH&S related or risk to damage of museum exhibits). They are expected to understand their own capacity, and to seek guidance as required.

This role requires managing large volumes of information, often involving complex criteria, and translating it into practical solutions using established designs. Innovative and tailored solutions are frequently needed for non-routine tasks, which can vary significantly within a single project and across different projects. Problem-solving may need to progress swiftly, even when not all critical information is available. The incumbent is expected to proactively assist and collaborate in developing solutions for various projects with competing deadlines. Consequently, this position demands a considerable degree of judgment.

Direct or indirect impacts of decisions:

**The work of this position impacts:**

- **Design Solutions and Production Documents/Files:** Inaccuracies in implementing design solutions and creating production documents/files may result in minor to moderate financial loss, moderate confusion with a consequent loss of time for the individual, their team, and the Heritage Division's museums, historic sites, and interpretive centres. There's also a moderate potential for damage or loss of collections, given supervised access to irreplaceable objects.
- **Function and Appearance of Exhibits:** This role is critical to the function and appearance of exhibits within the Heritage Division's museums, historic sites, and interpretive centres. Regular exhibit maintenance ensures that exhibit components are functional, which in turn, impacts public satisfaction and contributes to positive visitor experiences.
- **Costs in the Production Phase:** Accurate execution of designs in the production phase is crucial. The technical team works with expensive materials; errors in handling or incorrect specifications (e.g., glass panels) can be very costly, especially when dealing with invaluable artifacts. Under the supervision of the Lead Exhibit Technician, the team must work diligently and carefully to prevent damage. Notably, most of the costs associated with exhibition design are incurred at the production phase.
- **Collaborative Culture of the unit and branch:** Moving an exhibit idea from concept to design plan, to product development, and then to execution/implementation relies on the knowledge, skills, and input from all roles within the Visitor Experience unit, and in some cases other roles outside the unit. Success is dependent on teamwork and effective communication across interconnected roles. The position also contributes to the development of and compliance with health and safety-related standards and procedures.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal Stakeholders

- **Lead Exhibit Technician** - receive directions and coordination of workplans; raise awareness to emerging issues.
- **Exhibit Technicians and Exhibit Fabrication Specialists** - assist with various assignments and seek guidance for non-standard or complex issues.
- **Graphic Designers** - assisting with design development, implementation, and maintenance of exhibits and other products.
- **Project Coordinator** - provide updates and respond to queries.
- **Collections Management Team** - consult and troubleshoot related to installed graphics within cases or enclosed spaces, ensuring that graphics products meet conservation standards.
- **Museum/Historic Site/Interpretive Centre staff** - consult and collaborate to gain an understanding of the graphic products they require within an exhibit; coordinate and/or execution the production and installation of graphic products.

### External Stakeholders

- **Product reps, suppliers** - scope and procurement of supplies needed for projects as directed; contact product or service suppliers.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other	Arts	

If other, specify:

graphic production technology, applied museum studies (exhibit production emphasis)

Job-specific experience, technical competencies, certification and/or training:

### Education and Experience:

- A two-year diploma in graphic production, graphic communications management, or museum studies (with a focus on exhibition production).
- Two years of experience in graphic production, encompassing graphic production artwork finalization, production, and installation (ideally in a museum or science centre).

- Demonstrated experience in the production, installation, and delivery of innovative interpretive graphic products within museums or the cultural sector is highly desirable.
- Additional diplomas and/or trade certifications in related fields (such as applied museum studies, technical theatre, audiovisual, etc.) are considered an asset.
- Proficiency in using various hand tools, power tools, and lift equipment.
- Comfort and experience working at heights.

**Technical Competencies, certification and/or training**

- Some knowledge across the functions of the team (carpentry, museum exhibit cleaning, and basic repairs) to complete assignments and support Exhibit Technicians and Exhibit Fabrication Specialist.
- Working knowledge to prepare graphic layouts and files for quotation, production, tracking documents and preparing detailed specifications for fabrication and installation.
- Working knowledge of multilingual graphic design, accessible/inclusive graphic design standards and best practices as well as experiential graphic design materials, fabrication techniques, and tender/installation processes.
- Working knowledge of museum standards and practices is an asset.
- Excellent written, verbal, and visual communication skills--able to produce clear, concise documents for presentations and packages.
- Strong initiative, research, and problem-solving skills--ability to source information and prioritize variables.
- Ability to work both independently and in a team environment; ability to balance numerous projects simultaneously.
- Computer skills - highly proficient with software used for design, production, presentation, and project collaboration, including Adobe Creative Cloud (InDesign, Illustrator, and Photoshop), and Microsoft 365 (Word, Excel, PowerPoint, and Teams).
- Excellent interpersonal and collaborative skills.
- High degree of accuracy and attention to detail.
- Illustration ability an asset.
- Working knowledge of safety regulation and material handling practices, including those under Alberta OH&S laws and Workplace Hazardous Materials Information System (WHMIS).
- Self-motivated skills, organizational skills, and multi-tasking skills.
- Valid drivers' license (Class 5).
- Able to lift and handle 25 kg.

**Behavioral Competencies**

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Each exhibit often presents unique problems, requiring different solutions. There is no cut and paste. Technicians break straightforward problems down into components to determine what needs to be completed and might need to bring in specific knowledge experts depending on the product being designed.</p>

Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	<p>Ability to review plans and understand what questions to ask to increase likelihood of successful implementation.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Must take initiative to identify and resolve problems and to self manage their work and manage multiple exhibit products with often overlapping time frames. Takes experience into consideration when making plans.</p>
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	<p>Exhibit production and maintenance work requires a highly collaborative team environment, working alongside other technicians, designers, and other specialists, each of whom bring their own individual knowledge and expertise, to achieve intended outcomes. This position demonstrates genuine respect of others' expertise and is willing to learn from others. This includes acknowledging that others' points of view are valid, even when they are different from their own.</p>

### Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor / Manager Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Supervisor / Manager Signature

\_\_\_\_\_  
Director / Executive Director Name

\_\_\_\_\_  
Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

\_\_\_\_\_  
Date yyyy-mm-dd

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ADM Signature