

Update

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Exhibit Technician

Current Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA05

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

VACANT

Organizational Structure

Division, Branch/Unit

Heritage Division, RAM / Visitor Experience

☐ 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

2023-04-28

Responsibilities Added:

None

Responsibilities Removed:

None

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 and educational 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 Exhibit Technician is a key member of a 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 leadership of the Division. This position applies creativity, agility, independent judgment, and technical knowledge in several functions related to preparing galleries for exhibitions, installing and decanting exhibitions of various scales, and maintaining visitor experiences once open.

Exhibit Technicians are generalists who have a degree of skill in several areas of expertise, but individual Exhibit Technicians will also generally have specialised knowledge in one or more of these areas. The areas of expertise include fabrication (carpentry, painting, metalwork); maintaining AV hardware (screens, projectors, sound systems, and media players); setting up and operating gallery/exhibit lighting; repairing simple mechanical and/or low-voltage electrical devices; setting up exhibits (cases, plinths, moving objects into place, etc.); and finishing walls/galleries.

Responsibilities include ongoing maintenance, troubleshooting, and repair of exhibit spaces/components once the exhibition is open; and decanting and disassembling exhibits once closed. The incumbent is often responsible for leading aspects of the work and for mentoring other team members. The incumbent adheres to all relevant Occupational Health & Safety requirements and safety protocols.

This position collaborates with other team members in the unit to integrate exhibit products into a complete and functioning exhibit to achieve the objectives of the overall interpretive plan, 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 or decant/disassemble, exhibits or other interpretive experiences in line with project plans.

- Fabricate props, mounts, interactives and other exhibit components using a variety of techniques (including woodworking, welding, casting, etc.) based on detailed plans/specifications.
- Develop and implement rigging solutions for overhead or aerial display components within an exhibition.
- Install internally and externally manufactured exhibit components as per design plans and/or installation manuals.
- Install, program, and test audio-visual equipment for exhibitions.
- Install, focus and program exhibit lightings.
- Prepare a gallery or display space (e.g., repairs, painting).
- Collaborate as a member of a team in the assembly, disassembly, transportation, storage, and coordination of traveling or permanent exhibits (e.g., provide support and back-up as needed to others on the team; raise awareness of significant issues for resolution).
- Pursue competitive quotes for procurement of materials needed to prepare and develop exhibits, acting as contract manager when required.
- Drive restricted vehicles (e.g., single axle cube van, 5-tonne truck).

Maintain and operate exhibits and other interpretive experiences.

- Develop and implement preventative maintenance plans and schedules for exhibit components

(programs, systems, and equipment).

- Develop and document procedures and plans for the operation and preventative maintenance work on exhibit components (e.g., AV, lighting, and related systems).
- Proactively monitor galleries for signs of wear, deterioration, unanticipated deficiencies, and system failures, and note these deficiencies and develop plans to address them.
- Collaborate with team members to maintain exhibitions and exhibit components, including cleaning, repairing, and upgrading to keep exhibits fully operable, effective, and safe.
- Troubleshoot and/or rectify a diverse range of problems in a timely manner (e.g., replace lighting, mechanical and electronic parts in static and interactive displays) working with electricians or manufactures as required.
- Develop and maintain an inventory of spare components and back-up equipment in accordance with program needs.
- Obtain competitive quotes and purchase parts/supplies for construction, maintenance, servicing, and cleaning in accordance with project or program budgets. Develop and implement solutions for replacing components that fail in situations where original component is no longer produced.
- Provide training for others on the operation of programs, systems, and equipment, and maintains a master library of systems and equipment manuals.

Contribute subject-matter expertise to the development of project plans and exhibition designs.

- Provide technical expertise to inform the planning, implementation, maintenance and delivery of permanent and temporary exhibitions or displays.
- Provide instruction and guidance to other technicians on how to develop products or troubleshoot specific issues as needed.
- Provide input (based on technical knowledge of exhibit components and professional experience in building and maintaining exhibition components) to exhibit designers as they develop new exhibitions, displays and other visitor experiences.
- Provide input into material selection, in collaboration with designers and other exhibit technicians, to support decision-making related to exhibit-related fabrication.
- Collaborate with Visitor Experience Researcher on evaluating the effectiveness of audio-visual programs, systems, and equipment, with the end goal of improving visitor experience outcomes.
- Conduct product/material/equipment research, testing and sourcing.
- Make recommendations and produce new systems to support the operation of A/V programs and equipment.

Contribute to 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.
- Lead and participate in project teams as assigned.
- Liaise with team members to ensure proper and effective integration of different elements (A/V, media, graphics) of the exhibit systems.
- Provide regular project status updates to the Manager, Lead Exhibit Technician and Project Coordinator as requested.
- Maintain a safe, tidy workshop environment, and maintain tools and equipment.
- Comply with all Occupational Health and Safety requirements to maintain a safe work environment.
- Document important information, maintain project files, produce and/or maintain operational manuals and vendor warranty information according to the GoA records management policy.
- 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 key member of a team responsible for producing, developing, installing, operating, maintaining, and decanting and disassembling exhibitions in museums, historic sites, or interpretive centres. Each exhibition is a unique collection of components, parts and products. The incumbent has an

essential role in fabricating custom components; assembling and installing a variety of parts (often from detailed plans); and maintaining and troubleshooting various components and products. The Exhibit Technician is expected to develop multiple options/solutions to address specific components/parts/products and help others understand the pros and cons of each solution (high-cost solutions, low-cost, etc.).

The complexity and diversity of this work require the assimilation and integration of information from many sources, the ability to work collaboratively and productively with colleagues and contractors (with a variety of skills and approaches to work), the ability to set priorities and manage a heavy workload, an understanding of the best uses of available resources, and the ability to create quality products that enhance the visitor experience. The incumbent requires excellent communication and problem-solving skills to collaborate with colleagues and other stakeholders to proactively resolve problems that arise during the production, installation, and operation of exhibitions. This work requires the ability to influence, lead, and/or participate on multi-disciplinary teams of colleagues and stakeholders.

Types of guidance available for problem solving:

Problem-solving is guided by professional knowledge and experience and often requires the assimilation and integration of information from many sources, an understanding of the best uses of available resources, and the ability to design and create solutions to fit unique situations. Knowledge of multiple functions is routinely applied (e.g., lighting, construction) and specialized equipment and procedures are often used.

Existing exhibit design plans, OH&S and other safety requirements, operating requirements for various exhibit components all provide guidance for problem-solving. The position can seek guidance from other exhibit technicians, exhibit designers and exhibit technologists, and the Lead Exhibit Technician; however, the Exhibit Technician is often the most experienced and knowledgeable professional to develop solutions.

A high degree of creativity and problem-solving skills are required when dealing with limited resources, community expectations, the diversity of needs of various sites and museums. This involves understanding the underlying intention and design of an exhibit including the logistics, production, and maintenance of traveling exhibitions on Alberta's history and historical resources.

Direct or indirect impacts of decisions:

The work of this position impacts:

- the function and appearance of the exhibitions within the Heritage Division's museums, historic sites and interpretive centres. Regular maintenance and redevelopment of exhibitions is important ensure public satisfaction and positive visitor experiences. These experiences need to be creative, engaging, and evocative to that visitors are impressed, intrigued, and enticed to make subsequent visits.
- budgets to develop, install, and maintain exhibitions through safe management of parts, components, and products. There are significant costs associated with executing designs correctly during the production/implimentation phase of a project. Most of the budget/costs associated with an exhibition project are spent/incurred during the production phase. The implementation team is dealing with expensive materials that, if broken, damaged, or spec'd improperly can result in unnecessary costs. When dealing with invaluable artefacts, the exhibit technicians, under supervision of the Lead Exhibit Technician, must work diligently and carefully to ensure no damage.
- the ongoing collaborative culture of the Visitor Experience Unit. Moving an idea for an exhibition from concept to a design plan, to product development and then to execution/implementation requires the knowledge, skills, and input from all Unit roles. Success depends on teamwork and communication across integrally interconnected roles.
- participate in development of, and compliance with, all safety and OH&S requirements.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders

- Lead Exhibit Technician - receive direction and coordinate work; provide updates; provide inputs to

operational plans and schedules; seek guidance for complex issues.

- Exhibit Technicians - collaborate to ensure work is coordinated and done safely; mentor and train others as needed.
- Manager, Design, Production & Operations - respond to queries; provide advice on technical issues.
- Project Coordinator - collaborate regularly to create and update work schedules.
- Visitor Experience design/technical staff within the department - collaborate on execution of products designed; provide guidance on technical issues and topics.
- Site staff - coordination of work.
- Facility management team - coordinate access to elevators, shipping and receiving docs to receive and/or transport goods.
- Conservation team - work closely on daily basis, moving heavy artifacts upon request.

External Stakeholders

- Product reps, suppliers - scope and procure supplies needed for projects; contact product or service suppliers for troubleshooting; managing straightforward contracts.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Other		

If other, specify:

Post Secondary education or trades certification in relevant field

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

Education and Experience

- Post-secondary education or trades certification in relevant field is ideal plus at least five (5) years experience in exhibition production and/or audio-visual technical services. Equivalences will be considered.
- Work experiences related to one of the team's functions (such as carpentry, glazing, welding, theatrical lighting, or set making) at a museum or art gallery being an asset.
- Experience in procurement (requesting and comparing bids, contracting of services).
- Experience in using and maintaining various hand tools, power tools, and lift equipment.

Technical Competencies, Certification and/or Training

- Superior ability to work both independently and in a team environment; ability to balance numerous projects simultaneously.
- Strong interpersonal skills to work effectively with product reps, suppliers, fabricators, designers, colleagues, and stakeholders.
- Some degree of competence and skill across all team functions, and a level of expertise in one or more functions. This can include knowledge of installation and programming of microcontrollers, media players, digital interactives, and related software; ability to program gallery lighting systems; knowledge related to installing and maintaining electronics, switches, and motors; knowledge of fabrication methods, materials, hardware systems, finishes, assembly processes, and installation techniques.
- Competency with Windows PC platform software programs including Microsoft Office, and comfort with learning a variety of new computer program software.
- Highly skilled and able to suggest solutions on materials and fabrication processes used in exhibition and display production.
- Self-motivated, strong organizational skills and ability to coordinate the work related to numerous projects simultaneously.
- Working knowledge of all stages of planning, fabrication, and production for all types of exhibitions.
- Ability to read and provide feedback on exhibition designs/plans, technical drawings, and other schematics.
- Knowledge of safety standards and material handling practices, including those stipulated by Alberta's OH&S requirements and the Workplace Hazardous Materials Information System.

- Ability to operate Mobile Elevated Work Platforms, forklifts, pallet jacks, and maintain necessary certifications.
- Valid class 5 driver's license and experience loading, unloading, and operating cube vans and 5-ton trucks.
- Teamwork, collaboration skills and interpersonal skills to work effectively with colleagues, vendors, suppliers, etc.
- Demonstrated genuine respect of others' expertise and willing to learn from others.
- 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Each exhibit often presents unique problems, requiring different solutions. There is no cut and paste. They may need to bring in specific knowledge experts depending on the product being designed.
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Ability to review plans and understand what questions to ask to increase likelihood of successful implementation.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Exhibit Technicians must take initiative to identify and resolve problems, and are required to self manage their work, and manage multiple exhibit products with often overlapping time frames.