

Update

Ministry

Arts, Culture and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Jr Exhibit Technician

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

CA05

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Elisabeth Bryant

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

Lead Exhibit Technician

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2023-04-28

Responsibilities Added:

None. The existing job description is being transferred into the current template in preparation for backfilling the position during the incumbent's leave.

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 Junior 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. Exhibit Technicians are generalists that have a degree of skill in a several areas of expertise. Exhibit Technicians are generalists who have a degree of skill in several areas of expertise. Functions 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. The Junior Exhibit Technician works under the supervision of senior members of the team to contribute to the team's functions in the preparation of galleries for new exhibitions, maintaining galleries, and to decant or disassemble exhibitions once closed. Responsibilities are completed within existing guidelines, operating procedures, and standards or under direct supervision.

This position collaborates with other team members in the unit to develop, install and maintain exhibit elements 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:

Participate in production, installation, and teardown of exhibits in line with project plans to achieve interpretive plan objectives.

- Prepare and paint empty galleries, re-setting gallery lighting.
- Unpack and pack objects and exhibition display items from other museums or exhibitors as contractually stated (receiving crates and un-crating them).
- Unload and load trucks for incoming and outgoing exhibitions.
- Assemble and dismantle exhibition items as per installation instructions.
- Assist with the changeovers of in-house exhibits.
- Move items back and forth between the warehouse and the museum, and properly store these items.
- Install and dismantle objects in exhibitions as specified.
- Install and focus exhibit lightings, and assist in the programing and maintenance of the lighting system.
- Assist in fabrication of exhibition components and installation of A/V systems.
- Assemble or and disassemble straightforward displays and assist Exhibit Technicians on complex displays.
- Assist with installation of large-scale graphics (dry mounting, laminating, mounting on designated materials and installation).
- Prime, paint, sand, and patch materials and galleries, and repair blemishes on gallery walls.
- Drive restricted vehicles (e.g., single axle cube van, 5-tonne truck).
- Ensure safe operation, use and storage of mobile elevated work platform, ladders, and other equipment.

Proactively conduct routine exhibit maintenance and in the exhibitions warehouse in a timely and professional manner while following museum standards and health and safety regulations.

- Complete regular walk throughs to identify pinch points and faults, and inform relevant stakeholders.

- Repair exhibit structures, artifact cases, static and modular displays as directed.
- Provide input to the development of maintenance schedules and develop regular cleaning schedules for assigned spaces.
- Implement a cleaning schedule to dust and vacuum gallery elements (e.g., signage carriers, A/C equipment) and clean glass on the museum's long-term galleries and feature exhibitions on a regularly scheduled basis.
- Organize and maintain equipment, tools, supplies and parts inventories, maintaining a clean, safe, and organized work environment.
- Diagnose problems and identify options for repair and replacement.
- Makes estimates relating to materials and equipment for regular forecasting exercises.
- Monitor the inventory of materials, supplies and equipment in the production shops and identify to the Lead Exhibit Technician when additional supplies are needed.
- Pursue competitive quotations for materials and procure on the direction of the Lead Exhibit Technician.

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.
- Participate in project teams as assigned.
- Liaise with team members to ensure proper and effective integration of different elements (A/V, Technologies, Media, Graphics) of the exhibit systems.
- Provide regular project status updates to the 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 (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 teams responsible for producing, installing, operating, and 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). The Junior Exhibit Technician applies creativity and judgment to determine how best to proceed within 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, or other unit /team members. Defined procedures and guidelines also inform problem-solving. Junior Exhibit Technicians are aware of the risks involved if work is not done properly (e.g., OH&S related or risk to damage of museum exhibit pieces such as glass) and are expected to understand their own capacity, and seek guidance as required.

Direct or indirect impacts of decisions:

The work of this position impacts:

- The function and appearance of the exhibits within the Heritage Division's museums, historic sites, and interpretive centres. Regular exhibit maintenance is important to help exhibit components are functional, which in turn, impacts public satisfaction and positive visitor experiences.
- Costs associated with executing designs correctly in the production phase. The Exhibit Technician team deals with expensive materials that if broken, damaged, or identified improperly in specifications can be very costly (e.g., glass panels). When dealing with invaluable artifacts, the team, under supervision of the Lead must work diligently and carefully to ensure no damages. Most of the costs associated with an exhibition design is actually spent/incurred at the production phase.
- The ongoing collaborative culture of the Visitor Experience Unit. Moving an idea for an exhibit 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.

- 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 - assist with various assignments and seek guidance for non-standard or complex issues.
- Project Coordinator - provide updates and respond to queries. Conservation team - moving heavy artifacts upon request.

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 | Other | |

If other, specify:

Trade, technical theatre, audiovisual, museum technician or related field.

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

Education and experience

- Related diploma and/or trades certification (carpentry, technical theatre, audiovisual, museum technician, etc.) plus one-year related experience; or equivalent combination of education and experience.
- 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 and competence in operating various hand tools, power tools and lift equipment.
- Certification in forklift operation and mobile elevated work platforms (MEWPs).
- Experience and comfort level in working at heights is an asset.

Technical competencies, certification and/or training

- Working knowledge across the functions of the team (carpentry, painting, cleaning, and basic repairs) to complete assignments and support Exhibit Technicians.
- Working knowledge of museum standards and practices is 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).
- Knowledge of lighting and audio-visual equipment and electronic systems including operation, basic maintenance, and ability to troubleshoot problems with said equipment.
- Attention to detail.
- Self-motivated skills, organizational skills, and multi-tasking skills.
- Interpersonal skills to work with others.
- Ability to work both independently and in a team environment. ability to balance numerous projects simultaneously.
- 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 checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems | Each exhibit often presents unique problems, requiring different solutions. There is no cut and paste. Junior Exhibit 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. |
| 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"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders | Ability to review plans and understand what questions to ask to increase likelihood of successful implementation. |
| 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"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations | All 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. Takes experience into consideration when making plans. |
| 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"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict | Exhibit Technicians work in a highly collaborative team environment, working alongside other designers, technicians, and other specialists, each bringing their own individual knowledge and expertise, to achieve |