Job Profile
Technician (IT and AV)

Purpose: To form part of the IT and Digital team; supporting all parts of the museum IT infrastructure, audio visual experiences along with all other technologies that keep the Museum running and contribute to an outstanding visitor experience.

Key Responsibilities and Accountabilities

Responsibilities

Information Technology
- Provide first and second line support to staff and volunteers both in person and remotely.
- The administration of all IT systems across the site, these include but not limited to: network infrastructure, Wi-Fi, printers, Windows desktops/servers, Office 365, backup systems, PBX phone systems, MSSQL databases, collections management system, EPOS systems, CCTV, CRM (Tessitura), access control and various cloud based software.
- The physical installation and maintenance of IT equipment and infrastructure across site including end user hardware, servers, copper and fibre cabling, access points, phones, microwave links.
- Monitor logs and alerts to ensure systems are running correctly, such as backup and replication.
- Lead the management of the department's assets, including the use of the asset management system.

Audio, Visual and Exhibition
- Support and occasionally lead the technical aspects of the varied audio-visual temporary projects that come with an innovative and expanding museum including; large scale projections, outdoor public address systems and special effects.
- Installation and maintenance of the fixed AV equipment around site such as; conferencing equipment, general museum exhibits, digital signage and specialist installations (such as our underground drift mine and 1920's cinema).
- Work with the team and other museum colleagues to continuously explore, support and innovate, to enhance the visitor experience using technology.
- Support unusual and specialist technologies (e.g scent dispensers).

Requirements
- Ensure confidentiality, GDPR compliance and data security is always maintained in all work undertaken.
- Work flexible hours as required: acting as on-duty technical support for event nights/weekends, this will include direct visitor interaction supporting front line teams.
- Sharing (generally remotely) on-call responsibilities with the rest of the team when the museum is open outside of office hours (weekends and bank holidays).
- Follow safe working practices and maintain a safe and healthy working environment.
- Undertaken any other such duties, commensurate with the scale and nature of the post, as may be required.

Working Relationships
- IT Manager
- Other museum colleagues
- Museum visitors on an adhoc basis

**Person Specification
(competencies, qualifications & experience)**

Due to the wide ranging tasks associated with this role it is vital the applicant have a natural talent and passion for technical subjects and troubleshooting.

Essential
- Relevant qualifications or equivalent experience in a similar position
- Experience of maintaining/troubleshooting Windows client and server systems including Win 10, AD, Hyper-V, MSSQL, WDS
- Experience of maintaining end user equipment such as laptops, desktops, and phones
- Experience configuring and maintaining general network equipment such as switches, firewalls, NAS, printers.
- Experience setting up and maintaining AV systems.
- Competence with hand and small power tools
- Proactive with a high level of self-motivation and enthusiasm and the ability to priorities based on business needs.
- Ability to maintain a calm, approachable and professional demeanour; even in times of high stress such as a system down situation.
- Good interpersonal and communications skills with an ability to adjust communication style based on the end user's technical aptitude.
- Adaptable and flexible
- Active interest in the field keeping up with developments.

Desirable
- Driving licence
- Empathy with the aims and objectives of the Museum
- General knowledge of electronics (assembly and repairs)
- Programming skills e.g. SQL, Powershell, Python
- Experience with Ubiquity network equipment
- Experience with Asterisk/FreePBX and NEC phone systems
- Experience of asset management systems
- Appreciation for open source software
- Familiarity with CAD/CAM software and machinery

	(laser cutters, 3D printers, CNC routers etc) • Sensitivity to the presence of technology in a museum environment
Reports to: IT Manager Direct reports: None Hours: 37.5 hours per week inc. training days Job Grade: Administrative, Technical & Supervisory - c£22,000	**Black Country Living Museum Trust** Tipton Road, Dudley, DY1 4SQ, United Kingdom www.bclm.com Charity No. 504481 Co. No. 1226321