

Museum Audio/Visual Technician

Status: Full-time, Non-exempt

Reports to: Audio/Visual Administrator

The non-profit Statue of Liberty-Ellis Island Foundation seeks a full-time, non-exempt Museum Audio/Visual Technician. This is a chance to join one of the most successful public-private partnerships in the country, and contribute to a [major campaign to reimagine the museum on Ellis Island](#) and an upgrade of the Foundation's IT systems through a Digital Transformation. The Museum Audio/Visual (AV) Technician assists the Audio/Visual Administrator in supporting significant components of the Ellis and Liberty Museum's AV systems, as well as providing a smooth and stable infrastructure. Under the direction of the Audio/Visual Administrator, the role will carry out planned preventative maintenance, reactive repairs, and minor installation work in relation to the Audio-Visual equipment, as well as minor IT desktop support.

Responsibilities

- Execute a comprehensive range of AV technical tasks, including minor installations, proactive maintenance, and repairs.
- Conduct diagnostic tests and modify or repair hardware at the board/component level; replace hardware/software, as necessary.
- Ensure gallery exhibitions operate smoothly and maintain tidiness during regular hours and special events.
- Inspect mountings and equipment to optimize system functionality; troubleshoot and resolve system issues promptly.
- Stay informed on current trends and provide technical recommendations.
- Take inventory and complete reports on equipment. Understand technical manuals and schematics.
- Send and receive shipments of equipment.
- Participate in major IT projects, including planning and installation of Ellis Island Museum Reimagined exhibits.

Skills and Qualifications

- Bachelor's degree or equivalent work experience or certifications required.
- One year of experience supporting a Microsoft Windows environment is preferred.
- Relevant certifications, such as Certified Technology Specialist, are a plus.
- Prior experience working with AV equipment and control systems, such as AMX, Crestron, and BrightSign.
- Skills including testing, diagnosing issues, maintaining, and performing basic repairs on audio and video equipment.
- Familiarity with computers and IP networking systems.
- Knowledge of audio- and video-file types and formats and the ability to convert between them as needed.
- Ability to maintain a professional demeanor with Foundation constituents, including but not limited to museum guests, government employees, and vendors. Excellent customer service, interpersonal, and organizational skills.
- Ability to respond effectively to urgent technical needs.
- Experience with a service ticketing system such as FreshService or Atlassian Jira is preferred.
- Experience maintaining a SOC or SIEM solution a plus.

Logistics

- This is a full-time position with full benefits.

- This position pays \$26.00-\$28.00 per hour for 35 hours/week.
- The Liberty and Ellis monuments are open every day except Thanksgiving and Christmas, so the job schedule will require consistent weekend work to ensure coverage. Daily hours will follow a typical schedule, though the job may sometimes include hours before/after the museums are open to the public to service museum exhibits or support occasional events.
- Travel between the 3 work sites (Manhattan offices at 17 Battery Place, on Liberty Island and on Ellis Island) via ferry is provided.
- This job operates within public spaces at both the Statue of Liberty and Ellis Island Museums.
- A high level of physical fitness and the ability to lift heavy equipment is required. The ability to stand, kneel and/or crouch for extended periods of time is required. Must be able and willing to access technical infrastructure where needed, including but not limited to climbing ladders, large stairs, and scaffolding.

Application process

- Please email one-page cover letter and resume to: careers@libertyellisfoundation.org with the job title in the subject line. Each file name should begin with the applicant's last name.
- No phone calls, please.

About The Statue of Liberty-Ellis Island Foundation (www.LibertyEllisFoundation.org)

The Statue of Liberty-Ellis Island Foundation is a non-profit that collaborates with the National Park Service in one of America's most successful public-private partnerships. In 1982, President Ronald Reagan asked Lee Iacocca to raise private funds for the historic restoration of the Statue of Liberty and Ellis Island. The Foundation has since created the museum on Ellis Island, developed the free 65-million-record Ellis Island Passenger Database, constructed the Statue of Liberty Museum, maintained museum exhibits, and funded over 200 additional projects on the islands. Follow the Foundation @StatueEllisFdn

The Statue of Liberty-Ellis Island Foundation is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.