



## **Manager, Technology Operations**

*The Museum of the City of New York fosters understanding of the distinctive nature of urban life in the world's most influential metropolis. It engages visitors by celebrating, documenting, and interpreting the city's past, present, and future.*

The **Technology Operations Manager** is an essential member of the Information Technology (IT) team that will be responsible for overseeing the Museum's IT and AV operations. This dynamic role ensures the seamless functioning of technical services across the Museum, including live events, exhibitions, and daily operations. The position requires strong leadership, strategic vendor management, and hands-on technical expertise to support the Museum's administration, front-facing operations, and behind-the-scenes infrastructure. This is a full-time, regular position that reports directly to the Director of IT.

### **Roles and Responsibilities:**

#### **Management & Leadership**

- Lead and manage the IT and AV operations team, including vendors, contractors, casual workers, and interns.
- Ensure all technical needs for live events, exhibitions, and daily operations are met with efficiency and high standards.
- Supervise IT and AV equipment installations, maintenance, and upgrades, ensuring project timelines are adhered to.
- Provide mentorship to interns and casual workers, fostering their development in technical skillsets.

#### **Vendor & Resource Management**

- Manage relationships with vendors and contractors for equipment service, installations, and technical support.
- Oversee the development and review of scopes of work, vendor proposals, and contracts to align with Museum objectives.
- Conduct IT audits and assess third-party vendor performance for compliance with Museum policies.
- Collaborate with finance on procurement, vendor selection, contracting, and timely invoice processing.
- Research and evaluate new technologies to optimize Museum operations and provide future-forward solutions.

#### **Audiovisual Services**

- Operate and troubleshoot AV equipment for live events, including projectors, microphones, and speakers, ensuring smooth execution.
- Manage multimedia content creation and editing for Museum events and public functions.
- Train staff on AV equipment usage and manage inventory to maintain an up-to-date, fully functional system.

#### **Technical Support**

- Troubleshoot and resolve hardware, software, and network issues for Museum staff and exhibitions.
- Manage user accounts and perform device setups using both Windows and Apple MDM solutions.
- Monitor and maintain IT systems with remote management (RMM) tools to ensure seamless day-to-day operations.

#### **Exhibitions & New Media**

- Provide technical expertise for gallery exhibitions, ensuring the integration of AV and IT components.
- Coordinate with external vendors to support equipment installation and maintenance for exhibition setups.
- Participate in the planning and execution of new media projects, offering innovative technical solutions.

### **General IT Operations**

- Track support requests via a ticketing system, ensuring efficient and permanent issue resolution.
- Oversee hardware inventory management and disposal of outdated equipment.
- Participate in network maintenance and troubleshooting, including cabling, patching, and system optimization.
- Maintain IT documentation for policies, procedures, and operational continuity.

### **Information Security & Business Continuity**

- Ensure compliance with information security protocols to protect Museum assets and support IT audit tasks.
- Manage system backups and disaster recovery procedures to guarantee data integrity and availability.
- Contribute to the development of business continuity plans to mitigate potential disruptions to Museum operations.
- Perform other duties as needed

### **A successful candidate will have:**

- At least 3 years of proven experience managing vendors, contractors, and junior staff in a fast-paced environment.
- Strong expertise in IT and AV operations, including live events, exhibitions, and system management.
- Experience conducting IT audits and developing scopes of work for vendor proposals.
- Proficient with MDM (Windows, Apple) and RMM solutions.
- Excellent problem-solving skills for resolving complex technical issues across diverse systems.
- Strong organizational skills for managing procurement, vendor relations, and invoice workflows.
- Effective communicator, able to translate technical details for both technical and non-technical staff.
- Ability to multitask and adapt to changing priorities while maintaining high-quality work.
- Flexibility to work evenings and weekends as needed for events or critical system updates.
- Certifications such as CompTIA, Microsoft, Apple, Cisco Meraki, or HPE Aruba preferred.
- A commitment to diversity, equity, and inclusion and a passion for advancing equity and addressing structural racism within nonprofit organizations
- The desire to work in a collaborative, supportive environment
- Strong interpersonal skills, with a courteous and professional demeanor.
- Excellent written and verbal communication skills
- Attention to detail, with strong analytical and critical thinking skills.
- Experience with Microsoft Office, especially Microsoft Excel and Altru CRM system preferred

### **Physical Requirements & Work Environment**

This role requires being stationary for 50% of the time and navigating office and museum environments. Proficiency in operating office equipment and occasionally lifting up to 25 pounds is essential, along with significant wrist, hand, and finger movements. Strong visual acuity (close, distance, color, and peripheral vision) is necessary for tasks like data analysis and computer use. Occasional outdoor work and travel within the five boroughs may be required.

### **BENEFITS**

The annual salary for this position is \$60,000. Excellent benefits package, including a defined benefit pension plan as well as a 401K savings plan. The position offers a competitive benefits package including medical, dental, vision, FSA, HSA, life insurance, 401K and pension plan, short and long-term disability, critical illness, accident insurance, legal

services and pet insurance, and Employee Assistance Program. The Museum has a generous paid time off policy including 12 sick days per year, vacation, and 12 holidays. Your employment relationship with the Museum qualifies you for free or discounted admissions to other participating cultural institutions.

## HOW TO APPLY

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to [jobs@mcny.org](mailto:jobs@mcny.org). To be considered, please include **Manager, Technology Operations** within the subject line of your email.

*The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.*

*The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The Museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the Museum has facilities.*