

AMERICAN FILM INSTITUTE

JOB DESCRIPTION

POSITION: Assistant, Technical Operations
DEPARTMENT: AFI Silver Theatre and Cultural Center
LOCATION: Silver Spring, MD

PRINCIPAL RESPONSIBILITIES:

The Assistant, Technical Operations supports the Manager, Multimedia and Digital Systems in the day-to-day technical and creative operations of the AFI Silver Theatre. As an integral member of the AFI Silver Technical Department, this role assists in the operation, maintenance and management of the theatre's digital cinema and multimedia technology systems.

The Assistant provides hands-on technical support for screenings, special events, internal programs and rental clients to ensure high-quality presentations and overall client satisfaction. The position also assists with equipment updates, system improvements and modernization initiatives designed to maintain the reliability and effectiveness of AFI Silver's technical infrastructure.

In addition, the Assistant contributes to multimedia and digital content initiatives as needed, providing technical and creative support across a variety of projects.

PRINCIPAL DUTIES:

- Manage and maintain the Theatre Management System (TMS), including ingesting new features, trailers, encryption keys and other DCP content across multiple servers; troubleshoot TMS, server and content ingest errors.
- Assemble, prepare and evaluate 2K and 4K Digital Cinema Packages (DCPs), HD video and other media sources for on-screen playback, including downloading, encoding and preparing multi-format and multi-channel content for digital cinema exhibition.
- Create show playlists and weekly screening schedules in accordance with Programming Department specifications and rental event requirements.
- Manage daily digital signage content, ensuring files are properly loaded, scheduled and displaying across designated systems.
- Operate Crestron and Q-SYS control systems, audiovisual (AV) production equipment, display devices and conferencing technology for internal and external clients, including cameras, microphones, audio mixing consoles, lighting, graphics and editing equipment.
- Collaborate with rental clients and AFI staff to assess AV and technical event requirements and assist with planning, setup, execution and troubleshooting to ensure high-quality presentations and client satisfaction.
- Train AFI Silver staff and contractors on the proper operation and use of multimedia, audiovisual and presentation systems.

- Assist with the creation of promotional content, multimedia materials and client presentations using AFI software and hardware platforms, as needed.
- Assist with lighting, filming, recording interviews and capturing creative visual and audio content for AFI Silver initiatives and events.
- Troubleshoot audiovisual signal flow, connectivity, playback and system integration issues to ensure reliable operation.
- Maintain a working knowledge of AV system components, installation requirements and maintenance procedures, including electrical, network and signal connectivity.
- Set up, configure and integrate supplemental AV equipment and components, including projectors, speakers, video conferencing equipment, digital signage, control panels and related devices.
- Assist with routine inspections, component testing, software and firmware updates, preventive maintenance and basic repairs of digital cinema, AV, and supporting equipment, including cleaning components and replacing worn or defective parts.
- Maintain accurate equipment and maintenance logs to document system performance, recurring issues, repairs and anticipated maintenance or upgrade needs.
- Perform other duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED

- High School Diploma required; bachelor's degree preferred.
- Minimum two (2) years of experience working with audiovisual (A/V) and digital cinema projection equipment.
- Working knowledge of:
 - DCP creation software and workflows, hard drives, servers, cameras and camcorders.
 - Networked servers and AV processing equipment.
 - Professional audio equipment, cameras, studio and field lighting and production environments.
- Familiarity with Crestron and Q-SYS control systems preferred.
- Familiarity with Dolby systems and multi-channel audio encoding, routing and decoding.
- Strong understanding of audio and video signal flows, including the ability to identify and resolve signal routing and connectivity issues.
- Familiarity with software tools used for audio mixing, video editing, system configurations and diagnostics.
- Ability to quickly learn, adapt to and support emerging and evolving technologies.
- Experience with DaVinci Resolve, Pro Tools, and Adobe Creative Cloud applications, including Photoshop, After Effects, Audition and Premiere Pro, preferred.
- Demonstrated ability to troubleshoot commercial-grade audiovisual and theatrical equipment and perform routine/basic maintenance.

- Experience providing technical support for live events and effectively communicating technical information to non-technical stakeholders and clients.
- Familiarity with 70mm and 35mm film projection equipment and Theater Management Systems preferred.
- Possess the visual acuity, hearing, manual dexterity and mechanical aptitude necessary to operate AV equipment and ensure high-quality multimedia presentations.
- Highly detail-oriented, with strong organizational and time-management skills and the ability to manage multiple priorities, maintain accurate documentation and ensure proper appropriate follow-up.
- Ability to work independently and collaboratively in a fast-paced, deadline-driven environment while maintaining focus on broader operational priorities.
- Maintain a positive, professional demeanor and remain calm, responsive and effective under pressure.
- Excellent verbal and written communication skills, with the ability to translate complex technical concepts and procedures into clear, easily understood terms for technical and non-technical audiences.
- Demonstrated diplomacy and professionalism, including the ability to handle sensitive information with confidentiality and discretion.
- Strong analytical and problem-solving skills, with the ability to identify, troubleshoot and resolve technical issues efficiently.
- Ability to safely lift, carry and move audiovisual and related equipment weighing up to 50 pounds.
- Flexibility to work occasional early morning, evening and weekend hours as operational needs require.

SALARY RANGE: \$53,000 – 58,000