

AMERICAN FILM INSTITUTE

JOB DESCRIPTION

POSITION: Manager, Technical Operations
DEPARTMENT: AFI Silver Theatre & Cultural Center
LOCATION: Silver Spring, MD

PRINCIPAL RESPONSIBILITIES:

The Manager, Technical Operations is responsible for overseeing the daily technical operations of the AFI Silver Theatre and Cultural Center. This position manages technical staff, facilities, and equipment; coordinates with clients, vendors, and internal stakeholders; and leads the planning, repair, and lifecycle replacement of theater systems and technical infrastructure to ensure reliable and efficient operations.

PRINCIPAL DUTIES:

- Supervise the daily technical operations of the theater, proactively identifying and resolving technical issues to ensure uninterrupted service.
- Ensure appropriate technical staffing for all AFI Silver activities, including regularly scheduled screenings, rentals, educational programs, workshops, and special events.
- Coordinate, assign, and oversee multimedia creative projects, ensuring deadlines are met, resources are effectively managed, and established quality standards are consistently maintained.
- Maintain the AFI Silver Theatre and Cultural Center's technical assets and operational standards, ensuring exceptional service and high-quality experience for patrons, clients, and partners.
- Conduct and oversee automated digital presentations as needed, including creating digital show playlist and timelines, ingesting content into digital cinema servers, and performing quality-control testing of all on-screen content.
- In partnership with Montgomery County's Division of Facilities Services, support the maintenance of the facility and plan and assist in developing long-range plans and schedules for equipment replacement, system upgrades, and capital improvement projects.
- Manage maintenance agreements and service contracts for audio-visual, film, projection, multimedia, and information technology systems, including related hardware, software, and network infrastructure.
- Collaborate with the Director of Marketing and Events to expand the client base for facility rentals and other revenue-generating uses of the AFI Silver Theatre and Cultural Center.
- Oversee and coordinate technical production requirements for both internal programs and external client events.
- Schedule and manage digital duplication services for internal departments and external clients.

- Coordinate, assign, and supervise the recording and videotaping of events for archival, educational, promotional, and operational purposes.
- Develop and deliver training resources and technical guidance for both technical and non-technical staff to support effective use of theater systems and equipment.
- Assist in identifying, cultivating, and securing in-kind donor opportunities that support the theater's technical infrastructure, equipment, and technology initiatives.
- Performs additional duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree required.
- Minimum five (5) years of experience in facilities management, including the supervision of film, video, and digital cinema production staff.
- Minimum three (3) years of hands-on experience with digital cinema projection systems.
- Minimum three (3) years of experience working with advanced film, audio, and video technologies, including Crestron control systems, high-definition video formats, media servers, video/audio routing systems, and Dolby-encoded audio technologies.
- Experience managing client-facing services, including supporting and coordinating technical needs for external clients and facility rentals.
- Demonstrated leadership, organization, time management, and multi-tasking abilities, with the capacity to work independently and manage competing priorities effectively.
- Exceptional attention to detail, with a proven ability to manage multiple projects and responsibilities simultaneously while maintaining accuracy, accountability, and a strategic perspective.
- Strong project management skills, with a proven track record of leading projects from planning and implementation through successful completion.
- Strong verbal and written communication skills with the ability to explain complex technical concepts and procedures to both technical and non-technical audiences.
- Strong analytic and problem-solving skills, with the ability to assess complex situations, identify solutions, and implement effective resolutions.
- Advanced computer proficiency, including expertise in Microsoft Word, Excel, PowerPoint, and related business applications in a Mac environment.
- Demonstrates a positive, professional attitude.
- Strong diplomacy. Judgement, and professionalism, with the ability to maintain complete confidentiality and discretion when handling sensitive information.
- Proven ability to remain composed, focused, and effective while working under pressure and managing competing priorities.
- Demonstrates personal integrity, and the ability to inspire confidence, credibility, and trust among colleagues, clients, and stakeholders.
- Flexibility to work evenings, weekends, and holidays as required to support operational and event-related needs

Salary Range: \$85K - \$90K