Job Posting: IT & AV Systems Coordinator (Full-Time)

H.R. MacMillan Space Centre

Job Title: IT & AV Systems Coordinator
Classification: Technical Coordinator, Pay Grade 24
Company: H.R. MacMillan Space Centre
Industry: Museum / Space Science Centre
Position Type: Full-time, Union
Location: 1100 Chestnut Street, Vancouver, BC V6J 3J9
Reports to: Director, Operations & Exhibitions
Date Posted: October 2, 2026
Salary: $32.78/hr (Step 1) to $38.37/hr (Step 5), Pay Grade 24 (2026 rates), benefits as per Collective Agreement
Posting Expires: October 13, 2026
Applications to: careers@spacecentre.ca
Schedule: Wednesday – Sunday, 9:00 am to 5:00 pm, with some evening shifts as needed

Position Overview

The H.R. MacMillan Space Centre is seeking a collaborative and technically skilled IT & AV Systems Coordinator to support the technology behind daily operations, visitor experiences, exhibits, Star Theatre shows, educational programs, and special events.

Reporting to the Director, Operations & Exhibitions, this role owns the technology environment: networks, accounts, business systems, media and control systems, and the equipment running on them. The Coordinator is the primary internal resource for technology operations and the liaison with external technology vendors, contractors, and consultants.

About H.R. MacMillan Space Centre

The H.R. MacMillan Space Centre provides unique learning experiences in science and astronomy through interactive exhibits, Star Theatre shows, educational programs, public events, and community engagement. Our small, collaborative team values operational excellence, public safety, and exceptional visitor experiences.

Duties and Responsibilities

This position works alongside the Events & Facilities Technical Coordinator. A *System Ownership and Escalation* appendix forms part of this job description and sets out which role is primary owner, which provides support, and how issues are escalated for every shared system.

Technology Operations & Systems Administration

- Administer and maintain network infrastructure, servers, wireless, backups, entra conditional access policies, security best practices, firewall and endpoint security.
- Manage Microsoft 365, Entra ID, user accounts, permissions, and endpoint devices.
- Manage Teams Phone, and network-connected communications.
- Handle technology onboarding and offboarding of staff (accounts, equipment, access) once initiated by HR.
- Monitor cybersecurity, patching, and endpoint protection. Report security incidents to the Director, Operations & Exhibitions and Finance the same day.
- Own the network segment, credentials, and remote-access security for building automation, and support card or IP-based access where it touches Space Centre systems.

Star Theatre, AV & Venue Technology

- Own Star Theatre projection, media servers, and show playback.
- Own auditorium and classroom AV and presentation systems.
- Own the portable AV pool (mics, speakers, projectors, event laptops) and its condition.
- Provide event AV support during scheduled hours, and second-line support after hours when called out per the escalation procedure.
- Support theatre lighting and laser systems where the fault is in the control or media system.
- Troubleshoot AV-over-IP systems, including Dante, NDI, and related technologies.
- Advise on technical requirements for rentals at the booking stage.

Exhibit Technology & Digital Experiences

- Support exhibit computers, interactive and immersive technology (including VR and AR), and digital signage and wayfinding screens.
- Coordinate deployment, configuration, and maintenance of visitor-facing technology.

Business Systems & Digital Services

- Administer ticketing, point-of-sale, and payment processing, working with Finance on reconciliation and the merchant relationship. System administration rights do not include processing refunds, voids, or payment adjustments.
- Support the Director, Operations & Exhibitions in resolving ticketing or POS outages at admissions, per the escalation procedure.
- Support website hosting, WordPress administration, plugin updates, and digital analytics tools.
- Participate in evaluation, implementation, and improvement of business technology platforms.

Data, Documentation & Continuity

- Manage technical controls for visitor, payment, staff, and operational data, including access control, retention settings, backups, and security configuration.
- Report suspected privacy incidents or payment-data exposure to the Director, Operations & Exhibitions and the Director of Finance immediately.
- Maintain the technical runbook, documentation, asset inventories, and system records needed for backup coverage.

Projects & Vendor Coordination

- Coordinate IT and AV projects, installations, system upgrades, and technology initiatives.
- Assist Finance with technology procurement, budgeting, lifecycle planning, and capital projects.
- Act as primary contact for technology vendors, consultants, and contractors, escalating contracts or spend above delegated authority to the Director.

Health & Safety

- Contribute to the Health & Safety Committee where a hazard involves electrical, projection, AV, cabling or technology equipment.

General

- Log all faults and work requests in the shared master ticket list.
- Provide backfill coverage for Technical Coordinator duties as needed to support operational continuity.
- Other related duties and areas of support as needed by management.

Qualifications & Experience

Required

- Degree, diploma, certification, or equivalent experience in Information Technology, Computer Systems, Network Administration, Audiovisual Technology, or a related field.
- Three to five years of experience in technology support, systems administration, network administration, AV operations, or a comparable technical environment.
- Experience administering Microsoft 365 and user identity systems.
- Experience troubleshooting hardware, software, networking, and audiovisual systems.
- Strong organizational, analytical, and problem-solving skills.
- Ability to manage multiple priorities while working independently.
- Strong interpersonal and communication skills.

Preferred

- Experience supporting technology in museums, science centres, theatres, attractions, post-secondary institutions, or public facilities.
- Familiarity with Dante, NDI, AV-over-IP, digital signage, and media server systems.
- Experience supporting ticketing, POS, and payment processing systems.
- Experience with WordPress, website administration, and analytics tools.
- Knowledge of cybersecurity best practices and data privacy requirements.
- Experience coordinating third-party vendors or technical contractors.

Working Conditions

- Primarily on-site, combining office-based systems administration with hands-on technical support.
- Occasional lifting, equipment installation, and work in exhibit, theatre, and event spaces.

Hours & Schedule

- 35 hours per week, Wednesday to Sunday, 9:00 am to 5:00 pm.
- Some evening shifts as needed for events, maintenance, or projects.
- Evening and weekend shifts are scheduled in advance under the Flexible Work Month Letter of Understanding. Other shift changes follow the notice provisions of Clause 11.2(e).
- Callout outside scheduled hours is compensated in accordance with Clause 8.2 of the Collective Agreement. This position does not include a standing on-call or standby requirement.