

Position Description

Title:	Display Technician	Reports To:	Display Manager
Directorate:	Audience Engagement	Direct Reports:	Nil
Status:	Permanent full-time, permanent part-time, fixed- term or casual	Date:	May 2025

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

This position is responsible for producing exhibition displays and associated furniture and fixtures. The role involves creating exhibition object displays, interactives, object supports and mounts, and gallery maintenance. The job holder will participate in team coordination, planning and delivering Audience Engagement projects as well as exhibition and workshop maintenance, working to ensure the Museum's displays are created and maintained in line with expectations. The position works together with the Production Services Team to ensure a safe and healthy working environment.

This role sits within the Production Services Team, which forms part of the wider Exhibitions Team. It works closely with a diverse group of people who possess a wide range of technical and creative skills, including expertise in lighting, 2D and 3D design, production, project management, writing and interpretative planners. The Production Services Team sits within the Exhibitions Department, which forms part of the Audience Engagement Directorate.

The Museum is a bicultural workplace, and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

Accountabilities

Key Tasks:	Key Activities:
Exhibition and Project Production	<ul style="list-style-type: none"> • Design and produce exhibition object displays, interactives, object supports and mounts, exhibition-related furniture and fixtures • Installation and demount of exhibitions or other projects as directed • Work collaboratively with team members to develop, prototype and test the feasibility of proposed exhibition design elements • Contribute to technical design solutions, including fabrication methods and workshop processes. • Produce exhibition elements that meet conservation standards and kaitiakitanga requirements while supporting an excellent visitor experience. • Utilise production and install processes that allow for and honour Tikanga protocol • Minimise risk to collection and loan items through established museum protocols • Evaluate the supply chain and carbon footprint of production elements • Apply Lifecycle Design thinking throughout the exhibition development, design and production phases. • Participate in team coordination, planning and delivery of public experience projects • Manage personal workflow to complete projects to agreed timeframes and quality standards • Assist with other tasks as required in line with prioritisation across the public experience programme.
Exhibition Maintenance	<ul style="list-style-type: none"> • Identify and report on incidents relating to exhibition fitout, collections on display, object support, locks and alarms • Undertake gallery maintenance to agreed priorities and plans • Identify and document preventative maintenance concerns • Maintain database schedules and supervise contractors • Keep ahead of supply needs for display maintenance • Work closely with the Collection Care Team to assess and undertake appropriate cleaning.
Maintain Best Practice Workshops and Work Spaces	<ul style="list-style-type: none"> • Carry out preventative and remedial maintenance of museum machinery and facilities in the wood workshop, metal workshop, prep room, processing room, crate store and paint workshop. • Carry out delegated tasks that enable workshop plant and assets to be appropriately stored, registered and accounted for, as well as maintain all safety features as per the manufacturer's safety specifications. • Where delegated to, train, induct, and mentor staff in the safe use of workshop machinery and tools. • Coordinate delegated workshop maintenance in specific workshops or other workspaces.

Important Relationships

External:

- Collaborative and effective working relationships are required with external contractors, external design consultants, external suppliers and producers and stakeholder communities.

Internal:

- Collaborative and effective working relationships are required with the Display Manager, Project Managers, Production Manager, Design Team, broader Exhibitions Team, Digital Experience and AV team, Property Services Team, Collection Care Team and other interdepartmental teams as relevant to each project.

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts
- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

Core Competencies Required

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go with mistakes are made and giving people another chance

Customer Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience and Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful..

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Creativity (Curiosity)

- Engages deeply in their work, generates new ideas and shares those ideas with others.
- Broadens their networks to those who think differently but have the same goal.

Customer Focus (Connected to our mahi)

- Connects with people by providing manaakitanga and excellent service.
- Understands the Museum's history, its vision for the future and how their work contributes to achieving it.

Drive for Results (Accountable)

- Takes responsibility for their own performance, development and continuous improvement.

Problem Solving (Systems Thinking)

- Avoids blaming others; applies root-cause analysis to understand why a problem occurred.
- Speaks up about problems, errors, and conflicts at work in the interests of improving systems and preventing further errors.
- Focuses on providing solutions and retains ownership until the problem has been resolved.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- 3 years' experience in joinery, stage/set building, prop making, retail fit out, jewellery or similar skillsets
- Relevant production and installation experience, ideally in a gallery environment
- An understanding of museum/archival collection management best practices & safe object handling principles
- Ability to interpret detailed design & fabrication drawings
- Competent with Microsoft Office suite or similar
- Competent with AutoCAD, Fusion 360, Solidworks or similar software
- Excellent time management
- Physically fit and fully capable of fulfilling the role, including climbing ladders, working at heights, work platforms etc.
- Must be able to work flexible hours, including evenings, holidays and weekends.
- Current driver's licence

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Team player
- Creative and innovative nature
- Open-minded
- Practical, good with their hands
- Well organised

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