



Casual Lumina Technical Support Supervisor

Looking for a career with a dynamic organization that is committed to protecting wildlife? We are interested in dedicated individuals who are positive, enthusiastic and passionate about wildlife conservation and protecting our planet.

Our Toronto Zoo is a mission-based, research, not-for-profit organization whose mission is connecting people, animals and conservation science to fight extinction.

Our Toronto Zoo serves more than 1.2 million guests each year on over 500 acres and the foundation of all of our work is based on four cares:

- We care about our animals
- We care about our team
- We care about our guests
- We care about our community

We strive to have this caring culture grounded in the principles of equity, diversity and inclusion. We commit to collaborating with our teams, guests and community to reflect and celebrate the rich diversity of Toronto and Canada.

As a world class accredited zoo and part of the global conservation community we work with the World Association of Zoos and Aquariums and the International Union for the Conservation of Nature and collaborate with governmental agencies, conservation and science non-governmental organizations and corporate and academic partners to share our knowledge and learn from each other to enhance our collective impact.

We are currently embarking on our new Master Plan and creation of a Community Conservation Campus. As one of the GTA's Top Employers, we are seeking an AV Technician with supervisory experience to our Terra Lumina team.

HOURS OF WORK: up to 40 hours per week

DU RATION/HOURS: Late afternoon to Late Evening, Thursday through Sunday, plus holidays until Spring 2023

Basic Function: Reporting to the Manager of Guest Operations, this position is responsible for providing daily supervision and training to both permanent and non-permanent Lumina staff as well as responsible for the technical and operational aspects of the Terra Lumina- An Enchanted Night Walk Show.

Responsibilities

Interviews, selects, trains, supervises and directs, evaluates, schedules and disciplines assigned staff.

Provide technical support for internal team and guests on issues related to computer hardware & software, AV and sound equipment, services and support to respond to the presentation technology needs.

Provides technical support for both Zoo and Lumina network.

Program, change and update software for Lumina AV systems, and update AV related databases.

Maintains and orders inventory of spare parts, tools, and audio-visual equipment.

Proactively identify issues and research solutions.

Liaise with third party vendors.

Review and streamline technical processes.

Provide AV and IT assistance and/or backup services and support for special projects.

Maintain security of AV equipment.

Giving directions to guests, answering their questions and providing other assistance as required as guests move through the Lumina Night Walk.

Shovelling snow where required.

Other related duties as assigned.

Qualifications

Diploma in electronics engineering or related field of study completed.

Must have a minimum of five (5) years of experience in troubleshooting, diagnosing, and repairing electronic equipment; instructing clients on Audio Visual setup and functionality; and proven experience with Audio-Visual products software changes, configuration, updates, and programming.

Previous supervisory experience required (in a unionized environment preferred).

Must have an understanding of commercial grade AV and sound equipment including projectors and video mapping, LED network controlled light equipment, and sound processors and amp's

Customer service experience.

Ability to work well with others in a team environment.

Knowledge of WHMIS and the Occupational Health & Safety Act.

Self-starter, able to work with little direct supervision.

Strong oral and written communication skills.

Ability to communicate with guests in a friendly and courteous manner.

Ability to handle the physical (walk 5km+ and lift 50lbs) and climatic demands of the position.
Problem solving skills with handling multiple priorities.

Must be able and willing to work nights, weekends and holidays.

Must have an unrestricted class "G" driver's license along with a good driving record.

CANDIDATES MAY BE REQUIRED TO TAKE A WRITTEN AND/OR PRACTICAL EXAMINATION RELEVANT TO THE POSITION.

If interested in this position, please click on the link below and complete the instructions on the questionnaire. You will be required to submit your resume and cover letter no later than 2022-06-26.

To apply click here: <https://forms.office.com/r/t1sPSfQYPW>

While we appreciate the interest of all applicants, only those selected for an interview will be contacted.

The successful candidate may be required to provide a Police Reference check and/or Drivers Abstract at their own expense upon commencement of employment.

The Toronto Zoo provides accommodation for employees with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.

The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. The Toronto Zoo supports equity in employment and encourages applications from those who belong to the Government of Canada's employment equity designated groups: women, Indigenous (First Nations, Inuit, Métis), persons with disabilities and members of racialized groups/members of racialized communities. Applicants from other traditionally

marginalized communities (i.e. 2SLGBTQ+) are also encouraged to apply. We are committed to accommodating applicants with disabilities to fully participate in the recruitment process.

Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.