

Information and Creative Technical Services – Subsidiary 12

APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Information and Creative Technical Services 5 (Point Range 314 - 370)												
12	127IC01	Arts, Culture and Status of Women	Exhibit Designer	E	I	2	200	33	66	R1	76	342
12	127IC02	Executive Council	Technical Support Specialist, Video	E	I	2	200	33	66	B	66	332
Information and Creative Technical Services 4 (Point Range 269 - 313)												
12	126IC02	Arts, Culture and Status of Women	Exhibit Technician	D+	I	2	175	29	50	R1	57	282
12	126IC03	Arts, Culture and Status of Women	Graphic Designer	E-	I	2	175	29	50	R1	57	282
Information and Creative Technical Services 3 (Point Range 228 - 268)												
12	125IC06	Justice	Law Library Technician	D+	I	1	152	29	43	R1	50	245
Information and Creative Technical Services 2 (Point Range 192 - 227)												
12	124IC04	Arts, Culture and Status of Women	Technician, RTMP	D	I	1	132	25	33	R1	38	203
12	124IC05	Arts, Culture and Status of Women	Archival Technician	D	I	1	132	25	33	R1	38	203
12	124IC06	Arts, Culture and Status of Women	Live Animals Assistant	D	I	1	132	25	33	R1	38	203

Last Review / Update: July 2026

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Subsidiary 12

Benchmark Evaluation – 127IC01

Identification Section

Working Title:	Exhibit Designer
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Heritage Division, Royal Alberta Museum/Visitor Experience
Reports To:	Manager, Design, Production & Operations
Levels to D.M.:	5
Job Description:	127IC01
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	127IC - Information and Creative Technical Services 5

Comments on Role

The Exhibit Designer is responsible for designing galleries, museum exhibits and related products for Government of Alberta's (GoA) museums, historic sites and interpretive centres that are under the leadership of the Division. The position translates interpretive plans and raw content into the actionable exhibit and exhibition designs and plans that the multi-disciplinary Visitor Experience Unit uses to build, install, and operate museum exhibitions and related interpretive products. The position is responsible for the preparation of concepts, preliminary drawings of proposed exhibits, final technical drawings, construction, and material details/specifications.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I 2 200	33% 66	R1 76	342

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The position requires specialized knowledge of museum exhibit design typically acquired through completion of a related post-secondary degree and considerable related experience. The position requires knowledge of audiovisual presentation, fabrication processes, architectural/engineering drawings and blueprints, lighting design, Occupational Health and Safety, and budgeting. The position applies this knowledge and experience when designing galleries, museum exhibits, and related products. The depth of knowledge and experience in exhibit design supports the E rating. The E+ rating is not supported as the position does not require both a depth and breadth of knowledge in multiple areas.

Complexity and Diversity:

The position needs to understand the objectives and plans of the museums and historic sites in order to design exhibits that contribute to the success of visitor experience.

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Human Relations Skill:

The Exhibit Designer requires strong interpersonal and communication skills to interact with a variety of team members in the branch. The position exercises persuasiveness to influence internal team members regarding design plans/elements, object display criteria, or exhibit components.

- **Creativity/Problem Solving:**

The Exhibit Designer works within a framework of accepted best practices and standards, and safety/security measures. The position applies professional knowledge and experience to develop/formulate a resolution/response to varied display considerations, supporting a rating of 33%. A 38% rating is not supported as it is not required to develop new procedures and has access to the manager and/or other professionals for assistance.

- **Responsibility:**

The focus of the work is on creating three dimensional exhibits to promote visitation to the GoA historic sites, interpretive centres and museums.

Last reviewed: June 2025

Subsidiary 12 Benchmark

Job Description – 127IC01

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Heritage Division operates a network of museums and historic sites to fulfill its mandate to lead the stewardship of Alberta's heritage resources. In collaboration with other branches within Heritage Division, the Royal Alberta Museum (RAM) Branch is responsible for designing and producing galleries, exhibits, interpretive features, and promotional and educational products at 18 of the Division's museums (including the RAM), historic sites and interpretive centres located throughout Alberta. The RAM Branch's Visitor Experience unit is instrumental in leading this work.

Reporting to the Manager of Design, Production and Operations, the Exhibit Designer is a member of the team of creative professionals in the Visitor Experience unit responsible for conceptualising, designing, and implementing a range of products the Heritage Division requires to operate its historic sites and museums and interpretive centres. The position is responsible for designing galleries, museum exhibits, and related products. The Exhibit Designer translates interpretive plans and raw content into the actionable exhibit and exhibition designs and plans that the team needs to build, install, and operate museum exhibitions and related interpretive products.

The position is responsible for the preparation of concepts, preliminary drawings of proposed exhibits, final technical drawings, construction, and material details/specifications. They play a leadership role in the implementation of the designs by in-house staff and/or contractors and can assist Exhibit Technicians and other team members in installing the finished product. This position can also develop way-finding systems, interactives, outdoor interpretive signage, mechanical components and other design-related elements required in the course of creating, operating and maintaining museum exhibitions, historic sites and other interpreted experiences.

This position collaborates with other stakeholders and team members in the unit to create exhibit designs and integrate exhibit products to achieve the objectives of the interpretive plan, to foster continuous improvement, and to sustain a culture of excellence and accountability.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Conceptualize and design museum exhibitions, exhibits and other products to create holistic design solutions that meet project requirements or specifications:

- Study interpretive plans, project plans and other related information to understand each deliverable's function and purpose and otherwise meet acceptance criteria.
- Seek and incorporate input from graphic designers, exhibit technicians, conservators and other colleagues involved in a project as required to ensure a holistic design approach that addresses object display criteria, lighting, presentation of visual (graphical) elements, wayfinding, learning programs, audio/visual and technical systems, hands-on interactives, and other specialized hardware and/or furnishings.
- Apply working knowledge of structural capacities, and relevant building code and fire code provisions to ensure finished products are sturdy, safe, and meet legal requirements; includes understanding when consultation or review by certified professionals (registered engineer, architects, etc.) is required.
- Review draft design documents with various stakeholders, and incorporating feedback as directed by the Manager.
- Prepare concept drawings, renderings, or models required by the design team during the design phase of a project, working with the Visitor Experience Researcher on developing and testing iterative prototypes.
- Prepare the measured drawings, construction drawings, rendering, budgets and/or manuals required to produce and install the final product in a safe and orderly manner.

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- Research appropriate materials, finishes, hardware systems, fabrication methods, industrial finishes, assembly processes and installation techniques; research new exhibit technologies, materials and design trends and sharing key finding with colleagues.

Guide the execution of design plans and the ongoing operation and maintenance of museum exhibitions and other design products:

- Liaise with staff that are fabricating and/or installing exhibitions, exhibits or other design products, and provide timely answers to questions from team members executing design plans, visiting the site regularly during installation.
- Develop detailed drawings and specifications require for in-house production of products; review shop drawings produced and respond to requests for information or suggested change orders.
- Oversee procurement of necessary goods and services, which can include obtaining design/budget approvals, quotes, preparing schedules, assisting with development of purchase requisitions and contracts, managing contracts and quality control.
- Guide and pitch in with fabrication or installation of exhibit components, as required.
- Evaluate and inspect the design and performance of exhibits and related products to make recommendations for improvement for current exhibits and future projects.
- Consult with colleagues and stakeholders where design elements (e.g., display cases, interactives, etc.) are identified as needing replacement, repair or modification and develop solutions.

Contribute to development and achievement of Visitor Experience Unit Plans and Priorities:

- Collaborate with colleagues and project team members to meet each project's acceptance criteria in a safe, timely and cost-effective manner.
- Lead and participate in project teams as assigned.
- Liaise with team members to ensure proper and effective integration of different elements (A/V, Technologies, Media, Graphics) of the exhibit systems.
- Provide regular project status updates to the Manager and Project Coordinator as requested.
- Maintain as-built files and accurate record of site or gallery conditions, exhibit documents, material specifications, etc. for reference during maintenance and renewal.
- Participate in team meetings and other committees or project teams as assigned to represent graphic design perspectives.
- Assist with exhibition installation and tear down.
- Complete other related duties as assigned by the Manager.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

The Exhibit Designer is involved in projects from start to finish to accomplish the development, implementation, and maintenance of exhibits and interpretive elements and other public areas. The incumbent uses excellent communication skills to work collaboratively, often with a multi-disciplinary team, to plan and execute a resolution to an identified design problem. Because each exhibit is unique, the issues can be variable and require tailored solutions. The design process begins with gathering and researching key information and gaining an understanding of the space or area of concern, project stakeholders, and budget and schedule parameters.

Working alongside other creators, the exhibit designer is challenged to generate concepts that meet interpretive plan priorities and project goals in an intuitive and engaging way. The Exhibit Designer is heavily involved in overseeing the development of the project, the coordination and production of all project components, and the final execution and installation of said elements. These tasks require a high degree of organization, effective communication, and efficient

decision-making skills. The incumbent is challenged to find innovative and creative solutions to complex problems such as conflicting priorities, budget issues or scheduling delays.

Types of guidance available for problem solving:

Integral to success in this position is the ability to explore, consult and collaborate with knowledge experts and creative colleagues to identify and resolve design concerns and issues. By working collaboratively, the incumbent can gather advice and expertise from a wide variety of teammates from within conservation, curatorial and collections management, graphics design, media design, technical services, interpretive planning, and visitor experience research. Interaction with the Project Coordinator and Manager of Design, Production and Operations on a regular basis is necessary to ensure project work progresses in a timely manner and aligns with operational plans and quality standards.

Conceptual thinking is applied to align designs to over arching interpretive plans and key priorities for each exhibit as well as more detailed thinking about specific exhibit products and how they will work together to achieve the overall design. Problem solving is guided by overarching interpretive plans and branch priorities as well as exhibit design principles and leading practice. The Exhibit Designer also relies on their own professional knowledge and experience to anticipate, mitigate, and address issues as they arise. Issues with potential significant impact to the branch are discussed with the Manager and escalated when necessary.

Direct or indirect impacts of decisions:

The work of this position impacts:

- The department's priority to maintain and enhance the existing investment Alberta has made into the preservation of Alberta's history through the design of accessible exhibits for galleries in museums, historical sites, and interpretive sites.
- The function and appearance of the exhibits within Alberta government owned and operated museums, historic sites, and interpretive centres. Regular exhibit upgrading, design and redevelopment is important to help ensure public satisfaction and positive visitor experiences. Exhibits designed by this position must be creative, engaging, and evocative to that visitors are impressed and intrigued and enticed to make subsequent visits to the various sites and museums.
- The ongoing collaborative culture of the Visitor Experience Unit. Moving an idea for an exhibit from concept to a design plan, to product development and then to execution/implementation requires the knowledge, skills, and input from all Unit roles; success depends on teamwork and communication across integrally interconnected roles
- Project parameters such as scope, budget, and timelines.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Education and Experience:

- Bachelor's degree (4 year).
- Industrial design or related field.
- Project planning experience, particularly related to schedule and budget development; and proficiency with project coordination.
- Minimum five (5) years experience in fields such as exhibit design, environmental design, industrial design, interior design, theatre design, and/or exhibit production. Equivalencies in education and experience will be considered.

Technical Competencies, certification and/or training:

- Advanced knowledge of and experience with exhibition and exhibit design, fabrication, and installation.
- Proficiency with Windows PC platform and computer aided design programs (CAD, 3D modeling, etc.)

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Adobe Creative Suite, Microsoft 365, and comfort with learning new related software.

- Knowledge of how the use of design and production media, graphic design processes, artifact presentation, audiovisual presentation and display construction techniques all connect to complete an exhibit design.
- Understanding of ergonomics, materials properties and characteristics, fabrication/manufacturing processes, drafting and aesthetics.
- Understanding of basic mechanics and engineering techniques.
- Ability to produce detailed drawings and interpret architectural/engineering blueprints.
- Ability to work both independently and in a team environment, depending on project assignments.
- Agility and flexibility to shift priorities across projects as needed.
- Leadership skills to provide guidance to other on the implementation of the exhibit design.
- Highly developed oral/written communication skills and visual/oral presentation skills.
- Strong interpersonal skills to work effectively with colleagues and stakeholders, product reps, suppliers, fabricators, designers, and interpreters.
- Knowledge of lighting design, techniques as well as special lighting requirements for artifacts and archival materials.
- Working knowledge of construction and fabrication methods, materials, hardware systems, finishes, assembly processes and installation techniques.
- Working knowledge of budgeting, and procurement tracking and reporting.
- Effective project planning and management skills.
- Strong organizational skills, and agility to coordinate the work for numerous projects simultaneously.
- Teamwork, collaboration skills and interpersonal skills to work effectively with colleagues, vendors, suppliers, etc.
- Demonstrated genuine respect of others' expertise and willing to learn from others.
- Working knowledge of safety regulations and material handling practices, including those stipulated by *Alberta's OH&S Act* and the Workplace Hazardous Materials Information System.
- Valid class 5 driver's license.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal:

- Visitor Experience team members - collaborate extensively with all members of the team on design, implementation and maintenance of exhibitions and other products.
- Manager of Design, Production and Operations - regular interaction regarding direction, workload, priorities, and project updates.
- Project Coordinator - regular interaction regarding project plan development, updates and deliverables.
- Project Team members - interpret exhibit designs and provide guidance and consultation to accomplish the assigned projects; collaborate with multidisciplinary teams to develop and maintain exhibits - teams can include members from any unit within the branch, and from any branch within Heritage Division.
- Museum/Historic Site/Interpretive Centre staff - consult and collaborate to gain an understanding of the products they require within an exhibit.
- Infrastructure - collaborate on changes required to AI buildings to accommodate/ support new exhibits. Alberta
- Construction Services - collaborate on work related to historic buildings/ structures at Provincial Historic Sites.

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External:

- Contractors and Vendors - provide inputs to procurement processes, lead straightforward procurements., develop and/or administer contracts; work with and provide direction as needed to contractors.
- Industry - maintain awareness of new developments, leading practices and standards for exhibit design; engage for complex problem-solving as needed.

Supervision Exercised

No Supervision.

Subsidiary 12

Benchmark Evaluation – 127IC02

Identification Section

Working Title:	Technical Support Specialist, Video
Department:	Communications and Public Engagement
Division, Branch/Unit:	SCS/Planning and Coordination/Event Delivery
Reports To:	Assistant Director, Event Delivery
Levels to D.M.:	5
Job Description:	127IC02
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	127IC – for Information and Creative Technical Services 5

Comments on Role

Reporting to the Assistant Director, Event Delivery, the Technical Support Specialist, Video, provides centralized videography and editing services for Communications and Public Engagement (CPE), for the Premier's Office, Minister's Offices and communication branches. This position serves as a creative, technical and analytical resource to clients and CPE in its provision of the technical services required to ensure effective two-way communications with the public and other government departments. Work includes support at government media availabilities (avails) (with and without livestream) and the creation of videos.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I 2 200	33% 66	B 66	332

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Technical Support Specialist, Video requires specialized post-secondary education in a related field such as creative communications, video production, etc., supplemented by related experience. The position requires knowledge of the technical operation and maintenance of specific equipment such as: video cameras, microphones, speakers, amplifiers, mixers, and media feeds. The position must have a strong understanding of setup, media conference and media briefings both in routine and/or crisis situations. This knowledge ensures they achieve the visuals that are required for the Premier and/or Minister(s) at their event(s). The position requires in-depth knowledge and understanding of CPE policies, processes and procedures, government processes and procedures related to IT infrastructure, applications, and security protocols and client business functions. The E rating is appropriate as the role requires a depth of theoretical and technical knowledge in videography and editing, a specialized component of the communication field. A push (+) on the E is not supported as the position is not required to have a breadth of knowledge in multiple areas of communication.

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Complexity and Diversity:

The position works jointly with clients and the CPE team on internal projects such as video production for a variety of government official events. This requires the ability to work with Minister's and/or Premier's Office staff at press conferences, to setup equipment/or troubleshoot any technical issues which may arise during those events.

Human Relations Skill:

As the videography specialist, the position is required to influence the understanding of participants in the optimum video set up and arrangement for the avails, such as press conferences, and government announcements.

- **Creativity/Problem Solving:**

The Technical Support Specialist, Video is guided by technical practice, CPE policies, processes, procedures, and government communication protocols (e.g., branding) ensuring sharing of sensitive information within proper channels, in the proper format and communicated in a timely manner. The position applies specialized technical knowledge in the production of video and related products, in support of CPE and other Ministries. Within this framework problems and solutions are known, however, technical issues may arise during an avail, requiring the position to apply its video expertise to develop an immediate solution. The 33% rating is supported as it is one of several videography specialists within a component of the communication field. A rating of 38% is not supported because it is not required to develop new programs and policies. In addition, the position has access to consultation with other communication team experts and the Assistant Director.

- **Responsibility:**

As the video and editing technical expert the position has a balanced role, as it is providing visual and consulting support services to the Premier and Ministers' Offices, CPE Communication' Branch staff and ministries. The position provides advice/support to clients regarding video setup and technical components to ensure high quality, safe and secure media streaming and live events.

Last Reviewed: June 2025

Subsidiary 12 Benchmark

Job Description – 127IC02

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Technical Support Specialist (videographer) provides centralized videography and editing services for Communications and Public Engagement (CPE), for Premier's Office, Minister Offices and communication branches. This position serves as a creative, technical and analytical resource to clients and CPE in its provision of the technical services required to ensure effective two-way communications with the public and other government departments. Work includes support at government media availabilities (with and without livestream) and the creation of videos. The incumbent is a tech savvy, collaborative and highly organized team player who will work with a range of professions to create engaging video content.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Specialize in video product (videography and editing), provide creative, technical and consulting support to the Premier's office, Minister offices and Communications branches:

- Provide video production services for Government of Alberta media avails. This includes, but is not limited to set-up and operation of video camera, lighting systems, video switcher, Dejero (livestreaming unit), video editing software, linking to video conferencing, etc.
- Ensure individual(s) are lighted correctly for filming. This may include utilizing pop-up lighting gear or adjust the filming set up in relation to the lighting in the location.
- Produce and edit videos/digital media content for the Government of Alberta, while adhering to branding and standards.
- Manage video set-up, shoots and files (including pre- and post-production).
- Provide creative solutions and problem-solving for concept, design and technical problems. Adaptable and solution-oriented; and provide advise to clients to ensure best outcomes.
- Understand the video requirements for various social platforms (i.e. YouTube, Twitter, Facebook and Instagram).
- Flexible and able to adapt to a rapidly changing work environment or project requirements.
- Able to manage multiple, diverse projects simultaneously with varying requirements and deadlines; and prioritize workload.
- The incumbent must be a proactive self-starter, able to work independently with minimal direction/supervision.

The position is within the audio/visual team and utilizes available equipment to address needs of CPE; and may be asked to provide input to address future needs:

- Contributes to internal project teams to evaluate new equipment and products, providing information as to impact of new products and services on existing systems and infrastructure.
- This position works closely with communication branch directors, assistant directors and Communications Advisors to provide video services meet the needs of the minister and the ministry.
- The position may liaise with central web, social media and graphic design teams to ensure all products meet brand and content standards.
- During media avails and video shoots, this position will/may work closely with political staff, Premier and ministers.

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- Provides technical consultation, advice and support in response to questions from communications branches and/or Premier/minister offices.

Hours:

- The hours for this position will vary from the standard 8:15 am to 4:30 pm government office hours; however, leadership does their best to still provide for a 7.25-hour workday. Overtime may be required based on projects.

Travel:

- Travel is required for this position and may be throughout the province.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

Technical issues onsite, the incumbent must be able to provide solution(s) to meet the mandate of the team and ensure the media avail is successful.

Types of guidance available for problem solving:

Must immediately advise supervisor and onsite communication staff of issue and provide potential solution. The supervisor(s) will brief up the issue as needed and assist with potential solutions. Discussion with fellow AV team members; various process documents.

Direct or indirect impacts of decisions:

Decisions will/may affect how Albertans receive information and will reflect upon the CPE AV Team and CPE as a whole. Significant political acumen is required.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- University graduation in a related field plus five years related experience (or equivalent).
- Must have a valid driver's licence and access to a reliable vehicle.
- Experience operating a variety of professional-grade cameras and equipment used for media avails and video shoots.
- Operate mic to record audio for video.
- Operate lighting systems.
- Equipment maintenance techniques for computer and equipment systems (network peripherals and desktop) used in providing video services.
- Knowledge and experience using Adobe Creative Suite.
- Knowledge and experience of multi-platform coverage (i.e. YouTube, Twitter, Facebook and Instagram).
- Advanced digital technology skills and knowledge of latest trends in video and digital media content creation.
- Strong attention to detail and troubleshooting skills.
- Excellent interpersonal, communication and collaboration skills (listening, speaking, interacting).
- Professional and able to think quickly; well developed interpersonal skills.
- Strong organizational and time management skills.
- Demonstrate commitment to confidentiality, discretion and professionalism.

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- Able to assess and respond to client needs, expectations and feedback.
- Ability to function when faced with tight time frames and deadlines.
- Creative video recording, video production and editing skills.
- Digital animation, photography and graphic design skills an asset.
- Proactively identify equipment, software and security issues/concerns and troubleshoot problems.

The incumbent must:

- Have a valid driver's licence.
- Able to travel throughout the province of Alberta in order to support government media avails, etc.
- Able to work flexible hours due to timings of media avails and required travel (including early mornings, evenings and/or weekends).
- Must be able to walk various distances at venues/locations and push and carry equipment.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Media and Event Supports: Assistant Director (direct supervisor); Director; Audio/Visual Team (co-workers).
- Communication Branches: Directors, Assistant Directors, Communication Advisors, Digital Content Specialists.
- Minister Offices: Press Secretaries, Ministerial Assistants (these position may provide feedback on videos and could be onsite during recording); Premier and Ministers (the individuals that position will be recording).
- AV Vendors - if need to book resourcing for avails, etc. of which the CPE AV team is unable to support.

Supervision Exercised

No Supervision.

Subsidiary 12

Benchmark Evaluation – 126IC02

Identification Section

Working Title:	Exhibit Technician
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Heritage Division, Royal Alberta Museum/Visitor Experience
Reports To:	Lead Exhibit Technician
Levels to D.M.:	6
Job Description:	126IC02
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	126IC - Information and Creative Technical Services 4

Comments on Role

Reporting to the Lead Exhibit Technician, the Exhibit Technician is a key member of a multidisciplinary Visit Experience Unit responsible for developing, installing, and maintaining exhibits, galleries, and similar public spaces in Government of Alberta (GoA) museums, historic sites and interpretive centres under the leadership of the Division. This position applies creativity, agility, independent judgment, and technical knowledge in several functions related to preparing galleries for new exhibits, installing and disassembling exhibitions of various scales, and maintaining visitor experiences of the museum.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+ I 2 175	29% 50	R1 57	282

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Exhibit Technician requires post-secondary education in a related field or trades certification and experience in exhibit production and/or audio-visual technical services to develop, install, and maintain exhibits, and galleries. The breadth of knowledge utilized in fabrication techniques, audio-visual equipment, aerial display components, lighting design, and Occupational Health and Safety requirements supports the D+ rating. The E rating is not supported as the focus of the role is on practical and technical content knowledge as opposed to application of theoretical knowledge.

Complexity and Diversity:

The position collaborates with other team member in the unit to integrate exhibit products into a complete and functioning exhibit and as a result needs to understand how their work contributes to a cohesive and functioning exhibit.

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Human Relations Skill:

The Exhibit Technician requires strong interpersonal and communication skills to interact with both internal and external stakeholders. Utilizing the position's technical knowledge and expertise, it advises and influences stakeholders regarding challenges with components of the design such as health and safety considerations, or hardware and furniture choices for an exhibit.

- **Creativity/Problem Solving:**

The Exhibit Technician works under the direction and guidance of the supervisor and within an established framework of principles, practices, and standards. A rating of 29% is supported as the position has the latitude to work within this framework, and determine the appropriate practice, technique, and equipment to be used to accomplish a diverse range of approved projects. There is opportunity for creativity to resolve situations encountered during a project. A rating of 33% is not supported as solutions are found within a defined framework within the scope of the project. Situations outside approved project scope are referred to the supervisor.

- **Responsibility:**

The focus of the position is on the development and maintenance in support of exhibits to promote visitation to the GoA historic sites, interpretive centres and museums.

Last reviewed: July 2025

Subsidiary 12 Benchmark

Job Description – 1261C02

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Heritage Division operates a network of museums and historic sites to fulfill its mandate to lead the stewardship of Alberta's heritage resources. In collaboration with other branches within Heritage Division, the Royal Alberta Museum (RAM) Branch is responsible for designing and producing galleries, exhibits, interpretive features, and promotional and educational products at 18 of the Division's museums (including the RAM), historic sites and interpretive centres located throughout Alberta. The RAM Branch's Visitor Experience unit is instrumental in leading this work.

Reporting to the Lead Exhibit Technician, the Exhibit Technician is a key member of a multidisciplinary team responsible for developing, installing, and maintaining exhibits, galleries, and similar public spaces in museums, historic sites and interpretive centres that are under the leadership of the Division. This position applies creativity, agility, independent judgment, and technical knowledge in several functions related to preparing galleries for new exhibits, installing and decanting exhibitions of various scales, and maintaining visitor experiences while open.

Exhibit Technicians are generalists that have a degree of skill in a several areas of expertise, but individual exhibit technicians will also generally have specialized knowledge in one or more of these areas. The areas of expertise include fabrication (carpentry, painting, metalwork); maintaining AV hardware (screens, projectors, sound systems, and related media players); setting up and operating gallery/exhibit lighting; repairing simple mechanical and/or low voltage electrical devices; setting up exhibits (cases, plinths, moving objects into place, etc.); and finishing walls/galleries.

Responsibilities include ongoing maintenance, troubleshooting, and repair of exhibit spaces/components once the exhibition is open; and decanting and disassembling exhibits once closed. The incumbent is often responsible for leading aspects of the work and for mentoring other team members. The incumbent adheres to all relevant Occupational Health & Safety requirements and safety protocols. This position collaborates with other team members in the unit to integrate exhibit products into a complete and functioning exhibit to achieve the objectives of the overall interpretive plan, to foster continuous improvement, and to sustain a culture of excellence and accountability.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Produce and install or decant and disassemble exhibits, other interpretive experiences in line with project plans to achieve interpretive plan objectives:

- Collaborate as a member of a team in the assembly, disassembly, transportation, storage, and coordination of traveling or permanent exhibits as required (e.g., provide support and back-up as needed to others on the team; raise awareness to significant issues for resolution).
- Pursue competitive quotes for procurement of materials needed to prepare and develop exhibits, acting as contract manager when required.
- Prepare a gallery or display space (e.g., repairs, painting).
- Fabricate exhibit components, props, and mounts using a variety of techniques (including woodworking, welding, mold-making, etc.) based on detailed plans/specifications.
- Install, focus and program exhibit lightings.
- Install, program, and test audio-visual equipment for exhibits.
- Develop and implement rigging solutions for overhead or aerial display components within an exhibit.
- Install internally and externally manufactured exhibit components as per design plans and/or installation manuals.

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- Drive restricted vehicles (e.g., single axle cube van, 5-tonne truck).

Maintain and operate exhibits and other interpretive experiences:

- Develop and implement annual and short-term preventative maintenance plans and schedules for programs, systems, and equipment.
- Develop and document procedures and plans for the operation and preventative maintenance work on exhibit components (e.g., AV, lighting, and related systems).
- Proactively monitor galleries for signs of wear, deterioration, unanticipated deficiencies, and system failures and noting these deficiencies.
- Collaborate with team members to maintain all exhibits and exhibit components, including cleaning, repairing, and upgrading to keep exhibits fully operable, effective, and safe.
- Troubleshoot and /or rectify a diverse range of problems in a timely manner (e.g., replace fixtures lighting, mechanical and electronic parts on static and interactive displays) consulting with electricians or manufactures as required.
- Recommend and maintain an inventory of spare components and back up equipment in accordance with site needs.
- Obtain competitive quotes and purchase parts/supplies for construction, maintenance, servicing, and cleaning in accordance with project budgets.
- Develop and implement solutions for replacing components that fail in situations where original component is no longer produced.
- Provide training for other team or unit staff or site staff on the operation of newly installed programs, systems, and equipment, and maintains a master library of systems and equipment manuals.

Contribute subject-matter content and expertise to the development of project plans and designs:

- Provide technical expertise to inform the planning, implementation, maintenance and delivery of permanent and temporary displays or exhibits.
- Provide instruction and guidance to other technicians on how to develop products or troubleshoot specific issues as needed.
- Provide input based on knowledge of exhibit components and experience to exhibit designers in the development of new exhibits, display components, interpretive components and other physical requirements for building interiors and exterior displays.
- Provide input into material selection, in collaboration with designers and other exhibits technicians, to make decisions on what can be built, and the methods involved.
- Collaborate with Visitor Experience Researcher on the evaluation of effectiveness of audio-visual programs, systems, and equipment, with the end goal of improving visitor experience outcomes.
- Conduct product/material/equipment research, testing and sourcing.
- Make recommendations and produce new systems to support the operation of A/V programs and equipment.

Contribute to development and achievement of Visitor Experience Unit Plans and Priorities:

- Collaborate with colleagues and project team members to meet each project's acceptance criteria in a safe, timely and cost-effective manner.
- Lead and participate in project teams as assigned.
- Liaise with team members to ensure proper and effective integration of different elements (A/V, Media, Graphics) of the exhibit systems.
- Provide regular project status updates to the Manager, Lead Exhibit Technician and Project Coordinator as requested.

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- Maintain a safe, tidy workshop environment and maintain tools and equipment.
- Comply with all Occupational Health and Safety (OH&S) requirements to maintain a safe work environment.
- Document all work and correspondence, maintain project files, produce and /or maintain operational manuals and vendor source information according to the GoA records management policy.
- Participate in team meetings and other committees or project teams as assigned.
- Complete other related duties as assigned by the Manager and/or Lead Exhibit Technician.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

The incumbent is a key member of team responsible for producing, developing, installing, operating, maintaining, and decanting and disassembling exhibits or gallery spaces in museums, historic sites, or interpretive centres. Each exhibit is a unique collection of products. The incumbent has an essential role in fabricating custom components; assembling and installing a variety of items (often from detailed exhibit plans); and maintaining and troubleshooting various components and products. The Exhibit Technician is often be expected to develop multiple options/solutions to address specific exhibit products and help others understand the pros and cons of each solution (high-cost solutions, low cost, etc.).

The complexity and diversity of this work requires the assimilation and integration of information from many sources, ability to work collaboratively and productively with colleagues and contractors (with a variety of skills and approaches to work), the ability to set priorities and manage a heavy workload, an understanding of the best uses of available resources, and the ability to create quality products that enhance the visitor experience.

The incumbent requires excellent communication and problem-solving skills to collaborate with colleagues, and other stakeholders to proactively resolve problems that arise during the production, installation, and operation of exhibits. This work requires the ability to influence, lead and/or participate on multi-disciplinary teams of colleagues and stakeholders.

Types of guidance available for problem solving:

Problem-solving is guided by professional knowledge and experience and often requires the assimilation and integration of information from many sources, an understanding of the best uses of available resources, and the ability to design and create solutions to fit unique situations. Knowledge of multiple functions is routinely applied (e.g., lighting, construction) and specialized equipment and procedures are often used.

Existing exhibit design plans, OH&S and other safety requirements, operating requirements for various exhibit components all provide guidance for problem-solving. The position can seek guidance from other exhibit technicians, exhibit designers and exhibit technologists, and the Lead Exhibit Technician; however, the Exhibit Technician is often the most experienced and knowledgeable professional to develop solutions.

A high degree of creativity and problem-solving skills are required when dealing with limited resources, community expectations, the diversity of needs of various sites and museums. This involves understanding the underlying intention and design of an exhibit including the logistics, production, and maintenance of traveling exhibitions on Alberta's history and historical resources.

Direct or indirect impacts of decisions:

The work of this position impacts:

- The function and appearance of the exhibits within the Heritage Division's museums, historic sites and interpretive centres. Regular exhibit maintenance and redevelopment is important to help ensure public satisfaction and positive visitor experiences. Exhibits need to be creative, engaging, and evocative to that visitors are impressed and intrigued and enticed to make subsequent visits to the various sites and museums.
- Budgets to develop, install and maintain exhibits through safe management of exhibit products. There are significant costs associated with executing designs correctly in the production phase. The production team is

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dealing with expensive materials that if broken, damaged, or spec'd improperly can be very costly (e.g., glass panels). When dealing with invaluable artifacts, the production team, under supervision of the Lead Exhibit Technician must work diligently and carefully to ensure no damages. Most of the costs associated with an exhibition design is actually spent/incurred at the production phase.

- The ongoing collaborative culture of the Visitor Experience Unit. Moving an idea for an exhibit from concept to a design plan, to product development and then to execution/implementation requires the knowledge, skills, and input from all Unit roles; success depends on teamwork and communication across integrally interconnected roles.
- Participate in development of, and compliance with, all safety and OH&S requirements.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Education and Experience:

- Post Secondary education or trades certification in relevant field is ideal plus at least five (5) years experience in exhibit production and/or audio-visual technical services. Equivalencies will be considered.
- Work experiences related to one of the team's functions (such as carpentry, glazing, welding, theatrical lighting or set making), at a museum or art gallery being an asset.
- in procurement (requesting and comparing bids, contracting of services).
- Experience in using and maintaining various hand tools, power tools, and lift equipment.

Technical Competencies, certification and/or training:

- Superior ability to work both independently and in a team environment; ability to balance numerous projects simultaneously.
- Strong interpersonal skills to work effectively with product reps, suppliers, fabricators, designers, colleagues, and stakeholders.

Some degree of competence and skill across all team functions, and a level of expertise in one or more functions. This can include:

- Knowledge of installation and programming of microcontrollers, media players, digital interactives, and related software.
- Knowledge of and ability to program gallery lighting systems.
- Knowledge related to installing and maintaining electronics, switches, and motors.
- Knowledge of fabrication methods, materials, hardware systems, finishes, assembly processes and installation techniques.
- Competency with Windows PC platform software programs including Microsoft Office, and comfort with learning a variety of new computer program software.
- Highly skilled and able to suggest solutions on materials and fabrication processes used in display production and indoor/outdoor signage.
- Self-motivated, strong organizational skills, and ability to coordinate the work related to numerous projects simultaneously.
- Working knowledge of all stages of planning, fabrication, and production for all types of exhibits.
- Ability to read and provide feedback on exhibit design plans, and technical drawings, and other schematics.
- Knowledge of safety standards and material handling practices, including those stipulated by Alberta's OH&S requirements and the Workplace Hazardous Materials Information System.

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- Ability to operate Mobile Elevated Work Platforms, forklift, pallet jacks, and maintain necessary certifications.
- Valid class 5 driver's license and experience loading, unloading, and operating cube vans and 5-ton trucks.
- Teamwork, collaboration skills and interpersonal skills to work effectively with colleagues, vendors, suppliers, etc.
- Demonstrated genuine respect of others' expertise and willing to learn from others.
- Able to lift and handle 25 kg.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal Stakeholders:

- Lead Exhibit Technician - receive direction and coordinate work; provide updates; provide inputs to operational plans and schedules; seek guidance for complex issues.
- Exhibit Technicians - collaborate to ensure work is coordinated and done safely; mentor and train others as needed.
- Manager, Design, Production & Operations - respond to queries; provide advice on technical issues.
- Project Coordinator - collaborate regularly to create and update work schedules.
- Visitor Experience design/technical staff within the department - collaborate on execution of products designed; provide guidance on technical issues and topics.
- Site staff - coordination of work.
- Facility management team - coordinate access to elevators, shipping and receiving docs to receive and/or transport goods.
- Conservation team - work closely on daily basis, moving heavy artifacts upon request.

External Stakeholders:

- Product reps, suppliers - scope and procure supplies needed for projects; contact product or service suppliers for troubleshooting; managing straightforward contracts.

Supervision Exercised

No Supervision.

Subsidiary 12

Benchmark Evaluation – 126IC03

Identification Section

Working Title:	Graphic Designer
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Heritage Division, RAM, Visitor Experience
Reports To:	Manager – Design, Production and Operations
Levels to D.M.:	5
Job Description:	126IC03
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	126IC - Information and Creative Technical Services 4

Comments on Role

The Graphic Designer is a member of a team of creative professionals in the Visitor Experience unit responsible for conceptualising, designing, and implementing a range of 2-dimensional (2D) design products. These 2D design products are crucial components of the exhibitions, educational programs, and communications materials the Division requires to create/host museum exhibitions, interpret its collections for the public, operate its facilities, and to promote visitation to the Government of Alberta's (GoA) historic sites, interpretive centres and museums. The Graphic Designer translates interpretive plans and raw content into 2D visual media that communicates specific messages or information to a target audience.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E- I 2 175	29% 50	R1 57	282

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The position requires a bachelor's degree in visual communications, graphic design or related field supplemented by considerable experience in graphic design, development and delivery of innovative interpretive methods in museum exhibits (e.g., passive, active, immerse and interactive experiences). Practical knowledge of visual communications (materials and processes), related to print and digital media, exhibit and environmental graphics, advertising, interpretive displays and signage is required. The pull (-) on the E recognizes the application of the theoretical knowledge within the context of assigned exhibits projects and established graphics strategies. The E rating is not supported as the application of theoretical knowledge is limited in scope.

Complexity and Diversity:

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Graphic design work requires the assimilation and integration of information from many sources, an understanding of the best uses of available communications media, and the ability to create quality products that enhances visitor experiences.

Human Relations Skill:

The position is required to use skills in persuasion and influence with both internal and external stakeholders to address challenges in design and/or communicating constraints.

▪ **Creativity/Problem Solving:**

The graphic designer focuses on how to communicate information through visual elements. The position is guided by a framework of best practices and has latitude to select/modify appropriate approaches to meet the project's required outcomes. The position is required to resolve issues when encountering differing constraints on design products such as word limits, size limitations, stakeholder requirements, and color requirements supporting the 29%. A rating of 33% is not supported as the position develops individual designs based on a predefined list of deliverables provided by the project team and within the graphic strategy established by the senior graphic designer. There is access to assistance from the Manager, and other stakeholders.

▪ **Responsibility:**

The focus of the work is on creation and production of complex graphic design to promote visitation to the GoA historic sites, interpretive centres and museums.

Last reviewed: July 2025

Subsidiary 12 Benchmark

Job Description – 1261C03

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Heritage Division operates a network of museums and historic sites to fulfill its mandate to lead the stewardship of Alberta's heritage resources. In collaboration with other branches within Heritage Division, the Royal Alberta Museum (RAM) Branch is responsible for designing and producing galleries, exhibits, interpretive features, and promotional and educational products at 18 of the Division's museums (including the RAM), historic sites and interpretive centres located throughout Alberta. The RAM Branch's Visitor Experience unit is instrumental in leading this work.

Reporting to the Manager of Design, Production and Operations, the Graphic Designer is a member of the team of creative professionals in the Visitor Experience unit responsible for conceptualising, designing, and implementing a range of a range of 2-dimensional (2D) design products. These 2D design products are crucial components of the exhibitions, educational programs, and communications materials the Division requires to create/host museum exhibitions, interpret its collections for the public, operate its facilities, and to promote visitation to the Government of Alberta's (GoA) historic sites and museums.

The Graphic Designer translates interpretive plans and raw content into 2D visual media that communicates specific messages or information to a target audience. Graphic Designers collaborate with other team members in the unit to integrate graphic design products with other exhibit elements to achieve the objectives of the interpretive plan, to foster continuous improvement, and to sustain a culture of excellence and accountability.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Define 2D design problems, determine design objectives and conceptualise design solutions:

- Seek and consider input from exhibit designers, interpretive planners, curators, program staff and other stakeholders to understand and scope design-related problems.
- Translate interpretive, marketing, and/or educational strategies into a vision or style direction and propose ideas, design proposals and concept sketches for internal and/or external use.
- Collaborate with the Interpretive Planner and other stakeholders in the development of interpretive plans, with a particular focus on proposing practical and effective 2D design solutions.
- Seek and consider input from colleagues with relevant design, production, and technical expertise (e.g., Exhibit Designers and Technicians, Interpretive Planner, Visitor Experience Researcher, Technology Planner, Media Producer) and incorporate their feedback at relevant stages of the design process.
- Develop a visual language for effective communication of intended messaging, designing, and testing concepts and prototypes, working with the Visitor Experience Researcher on developing and testing iterative prototypes.
- Create and present design concepts to stakeholders for feedback and integrate feedback to create a final version for implementation.

Create production-ready or use-ready artwork that achieves defined communications objectives; meets project scope; and captivates, informs, and inspires the target audience:

- Liaise with Unit staff and/or other relevant stakeholders to collect and confirm exhibit drawings, measurements and/or other information needed, collaborating with exhibit designers, ensuring cohesion in design approach between print and exhibition materials.
- Liaise with relevant stakeholders to collect all content required for design work (e.g., images, copy), procuring small order stock photography, illustration, and/or typefaces, and capturing scans and/or photographs of 2D

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objects.

- Collaborate with photographers to formulate direction for shoots; and with Visitor Experience Research and Web Programmer to develop and prototype wireframes and layouts for web.
- Apply relevant graphic strategies and/or brand guidelines to ensure a graphic product's accessibility, legibility, quality of appearance, and robustness.
- Review draft designs with various stakeholders, and incorporate feedback to ensure a holistic design approach that addresses lighting, wayfinding, learning programs, audio/visual and technical systems, etc.
- Complete pre-press work and related pre-production work.

Produce, procure and/or install graphic products:

- In consultation with conservation team members, select graphics production materials and techniques that result in products that meet object conservation standards.
- Coordinate graphics production and procure necessary goods and services, which includes obtaining quotations, design/budget approvals, preparing schedules, assisting with development of purchase requisitions and contracts, managing contracts and quality control.
- Produce graphics for installation using in-house graphics production equipment, ensuring quality and colour accuracy.
- Collaborate with team members, suppliers, and site staff on installation of 2D graphic products.
- Operate and participate in the maintenance of in-house graphics production equipment.

Contribute to development and achievement of Visitor Experience Unit plans and priorities:

- Collaborate with colleagues and project team members to meet each project's acceptance criteria in a safe, timely and cost-effective manner.
- Lead and participate in project teams as assigned.
- Provide regular project status updates to the Manager and Project Coordinator as requested.
- Maintain graphics files, material specifications, etc. for reference during maintenance and renewal.
- Research trends, styles and best practices in graphic design and visual media and sharing key findings with colleagues.
- Participate in team meetings and other committees or project teams as assigned to represent graphic design perspectives.
- Comply with all Occupational Health and Safety (OH&S) requirements to maintain a safe work environment.
- Assist with exhibition installation and tear down.
- Complete other related duties as assigned by the Manager.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

The Graphic Designer uses excellent communication and critical thinking skills to identify and scope design problems and develop and execute solutions. This requires the ability to lead and/or participate on multi-disciplinary teams of colleagues and stakeholders. The incumbent organizes and synthesizes a diverse range of information into compelling 2D graphic design products that effectively communicate mood, information, and ideas to fulfill promotional and educational objectives. Graphic design products are combined with other products to produce the complete exhibit; this position must collaborate with other Unit staff to collect inputs for graphic design plans that will then integrate with and enable other exhibit design products (e.g., lighting, media production) to create a successful overall exhibit.

The Graphic Designer is challenged to design with the target audience's needs in mind, while also anticipating the effects of environmental considerations (e.g., lighting), the overarching interpretive plan, project plan, and graphic strategy and standards. Graphic Designers must understand and implement a variety of design standards and

guidelines responsible for ensuring both accessibility and visual consistency across a range of elements/products. Designers review prototypes and provide feedback on design-related issues.

Types of guidance available for problem solving:

Guidance for problem solving is informed by professional knowledge and experience, as well the overarching interpretive plan, project plan, and graphic design strategies and standards. Problem-solving is also informed by the collection of input, advice, and expertise from a wide variety of teammates including collections managers, conservators, curators, other graphic designers, exhibit designers, media producers, interpretive planners, exhibit technicians, marketing, copy writers, web programmers, educators, and visitor experience researchers.

Additional support/expertise is available from the Senior Graphic Designer to resolve more complex issues or to address novel situations or project elements. Consultation with the Project Coordinator and Manager of Design, Production and Operations on a regular basis is necessary to ensure project-related work progresses in a timely manner and aligns with operational and interpretive plans and quality standards. Within this framework, the incumbent has authority to plan and prioritize projects and resolve most daily issues.

Direct or indirect impacts of decisions:

The work of this position impacts:

- Design and production of galleries, exhibits, interpretive features, and promotional and educational products at 18 of the Division's museums (including the RAM), historic sites and interpretive centres located throughout Alberta.
- Creation of graphic products for exhibits, promotional campaigns, and education purposes that are accessible, inclusive, creative, engaging, and evocative for audiences.
- Achievement of the department's Business Plan goal of maintaining and enhancing the existing investment Alberta has made into the preservation of Alberta's history.
- Development and implementation of consistent guidelines and site standards that can be applied to all projects to ensure quality, on-brand, 2D graphics.
- Exhibit interpretive plans and project plans by providing graphic design expertise and perspectives.
- The ongoing collaborative culture of the Visitor Experience Unit. Moving an idea for an exhibit from concept to a design plan, to product development and then to execution/implementation requires the knowledge, skills, and engagement of all Unit roles; success depends on teamwork and communication across integrally interconnected roles.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Education and Experience:

- Minimum 5 years experience in graphic design, ideally in a museum or science centre due to the unique specialization of this position.
- Experience in the development and delivery of innovative interpretive methods in museum exhibits, including but not limited to passive, active, immerse and interactive experiences.

Technical Competencies, certification and/or training:

- Advanced proficiency with Mac computer platform and design software packages (including Adobe Creative Suite) and the Microsoft 365 office applications.
- Knowledge of materials and processes used in print media, exhibit graphics, digital media, and indoor/outdoor signage.
- Demonstrated content analysis and problem-solving skills to integrate diverse exhibition 2D graphic products into a consistent whole.
- Knowledge of museum visitor studies and informal learning theory as applied to exhibition development.

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- Theoretical and practical knowledge of visual communications as it relates to print media, digital media, environmental graphics, advertising, interpretive displays, and indoor/outdoor signage.
- Theoretical and practical knowledge of accessibility standards.
- Strong organizational skills, and agility to coordinate the work for numerous projects simultaneously.
- Teamwork, collaboration skills and interpersonal skills to work effectively with colleagues, vendors, suppliers, etc.
- Demonstrated genuine respect of others' expertise and willing to learn from others.
- Ability to work both independently and in a team environment.
- Strong oral/written communication skills and visual/oral presentation skills.
- Demonstrated ability to innovate, think creatively, and to work successfully in a highly creative environment.
- Effective project management skills, and ability to manage own work independently.
- Class 5 driver's license.
- Illustration and photography skills are assets.
- Motion graphics skills are an asset.
- 3D design skills and experience are assets.
- Ability to interpret architectural drawings is an asset.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal:

- Visitor Experience team members - collaborate extensively with all members of the team on design, implementation, and maintenance of creative graphic products.
- Manager of Design, Production and Operations - regular interaction regarding direction, workload, priorities; provide project updates.
- Project Coordinator - provide graphic design inputs to the development of project plans; provide project updates.
- Project Team members - consult and collaborate with multidisciplinary team members to accomplish assigned projects. Teams can include members from any unit within the branch, and from any branch within Heritage Division; seek guidance as needed from the Senior Graphic Designer.
- RAM front-of-house team (museum shop, café, admissions) - consult and collaborate to develop products suited to their needs.
- Museum/Historic Site/Interpretive Centre staff - consult and collaborate to gain an understanding of the products they require.
- RAM Marketing and Communications, Site Marketing & Communications and GoA Communications and Public Engagement - consult and collaborate with marketing, copy writers, web programmers to develop and implement effective promotional campaigns in line with project objectives and timelines.

External:

- Vendors, contractors, and consultants - provide inputs to procurement processes, lead straightforward procurements.
- Print service providers and supply vendors - keep current with technology and local availability and gather and share samples with graphic designer team members.

Supervision Exercised

No Supervision.

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Subsidiary 12

Benchmark Evaluation – 125IC06

Identification Section

Working Title:	Law Library Technician
Department:	Justice
Division, Branch/Unit:	Alberta Law Libraries
Reports To:	Team Lead
Levels to D.M.:	6
Job Description:	125IC06
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

Alberta Law Libraries (ALL) is a province-wide network of law libraries operating within Alberta Justice, Strategy, Support, and Integrated Initiatives Division. The libraries provide access to legal information resources and legal research services to the legal community (judiciary, crown prosecutors, lawyers, law students and court employees), other libraries and the public. Reporting to the Team Lead the Law Library Technician plays a key role in Alberta Law Libraries' goal to connect Albertans with legal information through the effective and efficient performance of a range of client service and technical support functions. The responsibilities of the position include the provision of professional circulation, legal and non-legal information services; the delivery of current awareness services; the development and maintenance of various ALL created research tools, indices, and databases; and the promotion of Alberta Law Libraries' resources and services.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+ I 1 152	29% 43	R1 50	245

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

Scope of work requires a diploma in Library Technology and previous experience providing client service and technical support within a library setting. The Law Library Technician works with considerable independence in its assigned law library requiring a working knowledge of the law library operations, established technical library principles, practices and procedures, as well as specialized systems and databases necessary in the support of both private and/or public law libraries in Alberta. The additional specialized knowledge of the technical requirements for law libraries operations, and systems/databases gained through in house training from the law librarians, completion of law library on-line courses and experience supports the push (+) on the D. The E rating is not supported because the position lacks a breadth of knowledge usually seen at this level.

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Complexity and Diversity:

The Law Library Technician must understand the operations of the law libraries, the interface of client services requirements (judiciary, legal and public) and the varied technical library support functions provided.

Human Relations Skill:

The HR 1 rating is supported as communication is for the exchange of information in the determination of client/user needs, providing orientation and assistance for access to resources including special databases, responding to user requests and/or providing referrals to other resources. Internally the Technician exchanges technical information with peers, law librarians and team leaders such as recommending internal operational procedural changes, client needs/usage trends and/or suggestion for additions to the collection.

- **Creativity/Problem Solving:**

The Law Library Technician is guided by a framework of established Alberta law library principles, practices, policies, procedures, and processes, and the principles and practices defined in the scope of work for library technicians. Within the established framework, the position works with considerable independence requiring the technician to determine the appropriate procedure and/or precedent to apply to the varied situations encountered on a day-to-day basis. The position provides recommendations to the supervisor for operational procedural changes/modifications within the assigned library location and needs of user clientele. Assistance is available from the Law Librarians and Team Lead for direction on new and/or unusual situations. The 33% rating is not supported as there is no requirement to develop or formulate solutions outside parameters of established policies, standards, precedents, and past practices.

- **Responsibility:**

Direct delivery of library technician services in support of the Alberta Law Libraries programs and services to judiciary, crown, legal and/or public clientele.

Last reviewed: July 2025

Subsidiary 12 Benchmark

Job Description – 125IC06

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Alberta Law Libraries (ALL) is a province-wide network of law libraries operating within Alberta Justice, Strategy, Support and Integrated Initiatives Division. The Libraries provide access to legal information resources and legal research services to the legal community (judiciary, crown prosecutors, lawyers, law students and court employees), other libraries and the public.

The Law Library Technician plays a key role in Alberta Law Libraries' goal to connect Albertans with legal information through the effective and efficient performance of a range of client service and technical support functions. The responsibilities of this position include the provision of professional circulation, legal and non-legal information services; the delivery of current awareness services; the development and maintenance of various ALL created research tools, indices and databases; and the promotion of Alberta Law Libraries' resources and services.

This position participates in the improvement and maintenance of Alberta Law Libraries' collections, gathering feedback from library users, ensuring the currency of materials, seeking opportunities for weeding and providing resulting recommendations to the Team Lead, South. These responsibilities are carried out in accordance with established strategic and operational plans, procedures and guidelines.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Legal Information Services: Circulation and Reference Providing pro-active, timely and accurate legal information services to clients of Alberta Law Libraries by:

- Providing intermediate legal and non-legal reference assistance using both print and electronic resources, including performing effective reference interviews, employing appropriate strategies for facilitating clients with access to requested information, including legislation, forms and precedents, judicial decisions and secondary legal materials, as well as materials from other disciplines. Assesses the nature of incoming questions, filtering requests requiring advanced research or complex information seeking strategies to a Law Librarian.

Delivering effective circulation services through such activities as the maintenance of the client/user database:

- The administration of circulation notices.
- The provision of efficient and professional front line circulation desk coverage.
- The development and implementation of circulation procedures and the supervision of circulation operations.
- Running regular cataloguing (Voyager) reports, using results for database maintenance and cataloguing statistics.
- Supporting Information, Research and Training Service (IRTS) and Information Resources and Access Services (IRAS) teams with the on-going review of cataloguing, acquisition and circulation procedures.
- Completing document delivery requests, including fax/copy orders, holds and interlibrary loans.
- Participating in the delivery of electronic current awareness services to ALL users and/or in the development and maintenance of internally created indices, databases and reference resources.
- Providing assistance and guidance in the use of the libraries' collection, website, online catalogue and external databases.
- Supporting the IRTS team through participation in the development, review and maintenance of internal and external websites, web-based research guides and online tutorials.

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Maintenance of the Libraries' collections ensuring the relevancy, currency, maintenance, condition and availability of the collections by:

- Actively monitoring Alberta Law Libraries' print and electronic collections, gathering feedback from library users, ensuring the currency of materials, seeking opportunities for weeding and providing resulting recommendations to appropriate supervisors and managers.
- Contributing to the maintenance of Alberta Law Libraries' collections through a range of technical activities, including completing automated check-ins of serials and monographs, processing invoices, maintaining the integrity and currency of bibliographic data, tracking on-order records to ensure currency, submitting materials for binding, loose leafing, shelving, shelf reading, book repairs and/or withdrawing and discarding surplus library materials.

Administrative support and strategic engagement ensuring the effective and efficient administration of the libraries and supporting Alberta Law Libraries' strategic direction by:

- Actively supporting and participating in the library's operations in a manner which embodies the vision, goals and objectives of Alberta Law Libraries.
- Providing feedback and ideas for improvement of library services, procedures and policies to the Team Lead, South.
- Participating in organization wide committees as needed.

Other duties:

- Carries out special projects and all other appropriate and reasonable duties that may be assigned.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

- Front line interactions with Albertans. Guiding and responding to requests appropriately at the front desk.
- Provide accurate Legal Information to Albertans, through in-person interactions or by email.
- Requires thorough knowledge of the Integrated Library System and ability to process collection and client transactions as well as identify and correct problems in the system.
- Able to assist with technology use (computers, printers, copiers) in the library.

Types of guidance available for problem solving:

- Ongoing training is offered to all new employees on interacting with difficult clients, basic reference skills and Integrated Library System.

Direct or indirect impacts of decisions:

The greatest challenge of this position is the consistently superior provision of a range of client service and technical support functions in a fast-paced library system serving a diverse clientele. Sufficient authority is delegated to accomplish defined organizational functions and to maintain established relationships with all user groups. This position is an important contact for all clients of Alberta Law Libraries and serves as a conduit for feedback and innovative ideas on collections and services to the Team Lead, South and management team. The Law Library Technician works with a large team of colleagues located throughout the province and takes an active role in sharing expertise with the entire organization, thereby helping to ensure that Alberta Law Libraries continues to be a dynamic learning organization.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Library Technician Diploma.
- Law library experience preferred but not required.
- Demonstrated knowledge of library principles, practices, procedures and systems, legal information resources and materials, research skills and reference techniques.
- Proficiency in technology applications including word processing, electronic mail, spreadsheets, integrated library systems or other database applications, searching online databases and the Internet.
- Knowledge of library procedures and applicable system-wide plans and policies.

Contacts

(The main contacts of this position and the purpose of those contacts.)

As a result of the Library Technician's responsibility to perform a range of client service and technical functions supporting Alberta Law Libraries' goal to connect Albertans with legal information, the incumbent in this position interacts with diverse client groups (the legal community (judiciary, lawyers, law students, court/government employees, the public and other libraries). Internally, this position interacts with Alberta Law Libraries team members on matters related to the libraries' collections, services and facilities. This position may also interact with colleagues in local, national and international libraries.

Supervision Exercised

No Supervision.

Subsidiary 12

Benchmark Evaluation – 124IC04

Identification Section

Working Title:	Technician, RTMP
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Dinosaur Research, Royal Tyrrell Museum
Reports To:	Head, Dinosaur Research
Levels to D.M.:	4
Job Description:	124IC04
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

Position performs skilled laboratory and fieldwork in support of dinosaur research. The position is focused on the preparation, preservation and reconstruction of fossil specimens. In familiar situations, the incumbent proceeds independently. However, in new and uncertain situations, the curator will establish the approach, methods, materials and equipment as well as oversee progress.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D I 1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**
Requires broad knowledge of field fossil collection and recording techniques. Position requires considerable skill in and knowledge of fossil preparation, moulding, casting and mounting techniques, materials and equipment. Position is an individual contributor for the most part, requiring a thorough awareness of the overall dinosaur research program and museum. Communication skills are typically used for a straightforward exchange of information.
- **Creativity/Problem Solving:**
Position works independently where guidelines are well established. Requires creativity to assist in developing new techniques for fossil collection and casting (new compounds and separators). In situations that are new or uncertain, the curator will provide detailed direction.
- **Responsibility:**
The focus of the position is on preparation, preservation and reconstruction of fossil specimens.

Last reviewed: May 23, 2003

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Subsidiary 12 Benchmark

Job Description – 124IC04

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Technician is responsible for the collection, preparation, preservation, casting, moulding and mounting of fossil specimens. Working in a laboratory, the position will prepare fossils for display and research, when in the field, collects palaeontological specimens for research and display

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

- Under the direction of the Preparation Committee and Program Head, laboratory work consists of the preparation and preservation of fossil specimens using a wide variety of materials, machinery, tools and methods. Position performs moulding, casting and painting of fossil specimens. Uses a variety of techniques and equipment including washing techniques and lapidary equipment for rock samples.
- Modifies and creates new techniques for fossil preparation and experiments with new materials. Stays apprised of innovations in materials and techniques both inside the museum and in the field.
- From directions of the Program Head, position will locate and evaluate sites for study and fossil collection. Collects specimens such as dinosaur remains, vertebrate and invertebrate remains, trace fossils, plant fossils, palynological and geological samples under a wide variety of field conditions.
- Documents relevant field information through the use of photography, mapping, air photos, measurements, field diagrams, field notes and reports, quarry staking, specimen identification and accession and measuring sections.
- May supervise temporary staff and volunteers in the field. Interacts with visiting public and media groups to provide information and to illustrate the technical process of fossil preparation and casting/moulding. Provides tours and public talks.
- Assists with the curation and cataloguing of specimens and photographs, photography and illustration, cleaning and maintenance of specimens and displays, installation of exhibit specimens, and procures and maintains field and lab equipment.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This is an entry and training level position for skilled work in a laboratory and the field in support of fossil research. The work is closely monitored for conformation to instructions and procedures.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires a broad knowledge of field fossil collection and recording techniques.
- Needs considerable knowledge and skill in fossil preparation, moulding techniques, materials and equipment. Position has sufficient depth of knowledge to research and develop new techniques for fossil collection, casting, moulding and preparation.

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Contacts

(The main contacts of this position and the purpose of those contacts.)

Position will provide information to the visiting public on the topic of fossil collection and preparation.

Supervision Exercised

Position will supervise temporary field staff and volunteers.

Subsidiary 12

Benchmark Evaluation – 124IC05

Identification Section

Working Title:	Archival Technician
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Heritage, Provincial Archives of Alberta
Reports To:	Manager, Government Records
Levels to D.M.:	5
Job Description:	124IC05
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

The Provincial Archives of Alberta (PAA) is the primary repository for Alberta's historical records, serving both the Government of Alberta and the public. The PAA acquires, preserves, and makes accessible records of enduring value. The Archival Technician is a specialized role supporting the acquisition, preservation, and accessibility of archival records of both government and private records programs. The position balances theoretical and practical, hands-on archival technical tasks that support the long-term preservation and accessibility of Alberta's documentary heritage.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D I 1 132	25% 33	R1 38	203

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Archive Technician requires a diploma in Library and Information Technology, or related field which provides a foundational knowledge of information systems, library and archival cataloguing standards and related techniques. Requires a knowledge of archival principles, practices, standards and preservation techniques, including operation of scanning and digitizing equipment, and software and database programs gained through on the job experience and training to assist in the preservation of documents, photographs, maps, audio recordings, and digital files. The position also requires knowledge of applicable legislation required for the retention of archival records. The D rating is supported, as the position requires general knowledge of archival practices, relevant digital systems and legislation. A push (+) on the D is not supported, as the position does not require specialized knowledge beyond these requirements.

Complexity and Diversity:

The position needs an understanding of a wide range of materials, evolving technologies, and the variety of stakeholders applicable to the required archival preservation techniques, practices and processes, storage and applicable legislation. The position may provide guidance and direction.

Human Relations Skill:

The Archive Technician communication skills are for the exchange of information related to acquisition, preservation, and accessibility of archival records.

- **Creativity/Problem Solving:**

Within established practices and procedures, the position applies experience and training to determine the best methods for saving, stabilizing, and preserving documents and records in appropriate formats. While assistance is available, the role often requires independent judgment, such as designing custom storage solutions for fragile or irregularly shaped items and using innovative materials to stabilize deteriorating documents without compromising their integrity. The position also enhances legibility of faded or damaged texts using specialized software tools and resolves compatibility issues between legacy formats (e.g., floppy disks, microfilm) and modern systems. A rating of 29% is not supported as the work is governed by an established framework of guidelines, standards, practices, procedures, and precedents.

- **Responsibility:**

The position's primary responsibility is the direct service delivery of archival duties within the Provincial Archives of Alberta (PAA).

Last reviewed: September 2025

Subsidiary 12 Benchmark

Job Description – 124IC05

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Provincial Archives of Alberta (Provincial Archives) is the primary repository for textual, audiovisual, photographic and other archival records, acquired from both the Government of Alberta (GoA) and private individuals and organizations. Located in Edmonton, reporting to the Managers of Government and Private Records and/or Director of Access and Collections Services, the Archival Technician provides technical support, both analogue and digital, to the PAA in meeting its mandated function to acquire, preserve and make available records of permanent value to the people and Government of Alberta.

The Archival Technician supports the government and private records programs by accessioning (acknowledging and documenting the acceptance of records into the custody and control of an archives) and processing (activities undertaken during the course of making records available to researchers that extend the useable lifespan of a record) archival records. The position exists to balance an Archivist's focus on acquisition, appraisal, arrangement, description and preservation with a practical "hands-on" approach including, preventive preservation practices such as removing contaminants from paper records to digitizing records to support both their preservation and access. In addition, the Archival Technician supports the access services and Freedom of Information and Protection of Privacy (FOIP) programs by ensuring that records are physically, and digitally available and associated information is easily accessible through file lists, finding aids and location registers or logs and through the Provincial Archives online collections management system.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Acquire: Supports the PAA's mandate to acquire government and private records of enduring value by accessioning records into the holdings:

- Works within a cross-government content management system to coordinate transfers of records from all government departments, verify box contents and assign accession numbers to the records.
- Updates and maintains critical data, which enables the retrieval and location of information and documents the provenance of the records through the accession register and collections management system.
- Maintains physical control of archival holdings by selecting appropriate locations to house the containers within storage vaults and offsite storage facilities and entering location information into the collections management system and associated vendor databases.
- Completes transfer of records from government departments and acknowledges private donations with a letter and/or Certificate of Gift.

Preserve: Responsible for the daily implementation of the PAA's policies and procedures through processing activities that integrate preservation and archival functions:

- Identifies preventive preservation requirements and takes proper action to ensure material is properly cared for, such as removing contaminants, humidifying and flattening oversize material, encapsulating documents and other measures as required. Requires independent judgement and knowledge of preventive preservation techniques.
- Identifies major conservation issues/concerns and brings them to the attention of a conservator.
- Transfers material into suitable archival storage containers based upon the record media and builds custom housing for non-standard size materials.
- Removes duplicates and non-archival material and ensures their safe destruction.

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- Produces digital files from hard-copy source records and conducts quality control to ensure that the digital records conform to standards and best practices for digitization.
- Supports the preservation of records through digitization. Records digitization is based on the PAA's strategic preservation plan and associated procedures. Identifies maintenance needs of scanning and photographic equipment.
- Enters and/or verifies descriptive, technical, administrative and preservation metadata and applies file naming conventions to ensure that digital files are properly stored for long-term archival preservation.

Make Available: Ensures the effective tracking and maintenance of archival records and provides for efficient retrieval. As well, maintains a level of security for the records by supporting/maintaining a tracking system of records pulled and returned:

- Maintains the online collections management system by ensuring all accession, location, file, schedule and donor information is accurate.
- Ensures information is made available to external clients and staff by production of finding aids of archival holdings and entering the information into the collections management system.
- Orders and tracks records that are held offsite and required for reference and FOIP requests.
- Retrieves, relocates and transports documents to the public reading room as well as ensures FOIP or restricted items are not released to the public.
- Tracks orders and retrieval statistics and maintains log of missing or misplaced items.
- Catalogues, indexes and organizes library resources according to recognized international standards and local policies and procedures to provide easy and efficient access to material for staff and researchers.
- Provides subject analysis and assigns classification numbers and standard systems to library resources as appropriate.
- Migrates metadata between and into collections management system.
- Assists clients with audiovisual playback machines, microfilm readers and other equipment as needed.

Other Duties:

- Provides task specific training and supervision to practicum students, contract employees and volunteers with regard to accessioning and processing of archival records acquisitions, as required.
- Participates in special projects, liaises with various government departments and participates on internal work teams, as required.
- Works with supervisor to coordinate and manage the timeline and scope of team projects (e.g., implementation of Selective Retention or re-appraisal decisions).
- Participates in the team development of policy and procedures to guide technical archival duties and ensure consistent work practices.
- Provides back-up to the PAA reception/receiving areas on a require basis.
- Identifies and support work to resolve content related issues in the collections management system.
- Supports content creation for PAA social media platforms.
- Provides tours of the PAA to researchers, government staff and visitors.
- On a rotational basis with other permanent staff, participates on the Workplace Health & Safety Committee as an employee representative to address associated issues and their impact on the workplace.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

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Typical problems solved:

- Applies technical skills within operational guidelines that meet existing standards.
- In consultation with broader team members, assesses physical and digital preservation needs of records in a variety of media formats and determines proper course of action to ensure longevity of the materials.
- Takes preventive preservation measures such as removing contaminants, humidifying and flattening oversize material, encapsulating documents, building custom enclosures and other techniques to ensure material is properly cared for.
- Determines the appropriate locations to house archival containers within storage vaults or offsite and enters location information into the collections management system and vendor databases.
- Supports the transfer of records from government departments and private donors.
- Ensures that information is easily accessible through maintenance of file lists, indexes and location logs within the PAA collections management system.
- Guarantees a level of security for the records by supporting and maintaining a tracking system of records retrieved and returned and ensure that FOIP or restricted items are not released to the public.

Types of guidance available for problem solving:

- Works independently with minimal supervision. Non-routine problems are referred to supervisors.
- Provides basic preventive preservation work as required and draws attention of conservator to items that demand more special treatment.
- Work requires an understanding of and compliance to PAA policies and procedures as well as foundational archival standards.

Direct or indirect impacts of decisions:

- Records of enduring historical, evidential, legal and financial archival value for community research, genealogy, academic study and government operational purposes are acquired, preserved and made available.
- Records without archival value are identified and destroyed within the framework of existing legislative requirements.
- Members of the public are made aware of the history of Alberta through exhibits and public programming.
- As part of the retrieval function, records with private or restricted information are not pulled for sharing with the public.
- Through the accurate application of metadata and indexing, users of the collections management system can effectively and efficiently locate information.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Awareness of archival principles, practices and techniques is required; particularly, those related to the processing of archival collections (i.e., file listing, collections management system entry, preventive preservation techniques).
- Awareness of the legislation that provides the framework within which the PAA operates, including the: *Historical Resources Act; Government Organization Act*, with its Records Management Regulation; *Freedom of Information and Protection of Privacy Act; Cultural Property Export and Import Act; Copyright Act*.
- Ability to perform preventive preservation work, which includes the maintenance of appropriate archival environmental and storage conditions, re-housing of records in inert or acid-free materials, humidification

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and flattening of documents, and the creation of custom enclosures.

- Knowledge of digitization techniques as well as scanning equipment (e.g., flatbed and roll scanners) and software programs (e.g., editing).
- Analytical and conceptual skills are required for indexing.
- Familiarity with the Government of Alberta records lifecycle management process.
- Awareness of national archival standards (e.g., Rules for Archival Description, Canadian Archival Accessioning Information) and the archival principle of "original order" with respect to records donated to the Provincial Archives.
- Knowledge of collection management system used by the Provincial Archives is an asset.
- Effective oral and written communication skills.
- Ability to repetitively lift records boxes weighing 30 pounds.
- Possession of a valid Alberta Class 5 driver's license or equivalent is an asset.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal:

- Takes direction from the Managers of Government and Private Records and/or the Director of Access and Conservation Services to clarify assignments and resolve issues that arise in fulfilling work responsibilities.
- Interacts with various PAA archivists, conservators and administrative support staff to discuss assignments and complete work tasks.
- Interacts with stakeholders such as practicum students, contract employees and volunteers to provide task-specific training and supervision regarding the accessioning and processing of archival record acquisitions.

External:

- Interacts with government departments and private donors to pick-up, retrieve and/or transport archival records.
- Interacts with the public by retrieving, relocating and transporting archival records to the public reading room to ensure information is made available to external clients and staff.

Supervision Exercised

No Supervision.

Subsidiary 12

Benchmark Evaluation – 124IC06

Identification Section

Working Title:	Live Animals Assistant
Department:	Arts, Culture and Status of Women
Division, Branch/Unit:	Heritage Division, Royal Alberta Museum/Curatorial and Research
Reports To:	Live Animals Supervisor
Levels to D.M.:	6
Job Description:	124IC06
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

Reporting to the Live Animals Supervisor, this position assists with the care and maintenance of live animals (invertebrates, fish, amphibians and reptiles) on display and in reserve cultures at the Royal Alberta Museum.(RAM) Responsibilities include feeding animals, cleaning tanks and enclosures, maintaining life support equipment, maintaining plants and greenhouse, providing input into new specimen acquisition and interpreting displays to the public.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D I 1 132	25% 33	R1 38	203

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The position requires post-secondary education in a related field and experience working with invertebrates and a variety of live animals. The position is provided with on-the-job orientation in handling protocols, care procedures, greenhouse operations, plant care, and use of equipment. Knowledge of Standard First Aid and Workplace Hazardous Materials Information System (WHMIS) is also required. The D rating is supported as this entry level position requires specific knowledge and care of invertebrates and a variety of live animals within the RAM. A push (+) on the D is not supported as additional specialized knowledge/guidance is provided by the supervisor.

Complexity and Diversity:

The position requires an understanding of the overall vision and priorities for the live animals displays, and how it relates to the other units in the branch.

Human Relations Skill:

The purpose of communication is for seeking clarification and exchanging information. The position needs to share information with the team to ensure duties are completed and to prevent duplication of work, as well as interacting with the public about the displays.

- **Creativity/Problem Solving:**

The position works within established operating protocols, procedures, and practices. The 25% rating is supported because the position has the latitude to plan/organize daily work to meet requirements dependent on the work assignment. Assistance is readily available. A rating of 29% is not supported as there is no requirement to develop new processes.

- **Responsibility:**

This is a service delivery role, responsible for the maintenance and care of live animals in support of visitors experience at the Royal Alberta Museum.

Last reviewed: July 2025

Subsidiary 12 Benchmark

Job Description – 124IC06

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Live Animals Supervisor, this position assists with the care and maintenance of live animals (invertebrates, fish, amphibians and reptiles) on display and in reserve cultures at the Royal Alberta Museum. Responsibilities include feeding, cleaning tanks and enclosures, maintaining life support equipment, maintaining plants and greenhouse, providing input into new specimen acquisition and interpreting displays to the public. Focus is on invertebrates (terrestrial and aquatic). This position works with the Live Animals Supervisor and other Live Animals staff to make day-to-day decisions regarding regular care and maintenance of animals. Overall vision and priorities for the live animal displays will be set by the Curator, Invertebrate Zoology, with input from other areas (e.g., Curator, Non-avian Vertebrates, Visitor Experience) as needed. Budget allocation for Live Animals support and decisions regarding major expenditures reside with Director, Curatorial and Research.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Ensuring that animals on display and in reserve cultures are healthy and appropriate for display by:

- Feeding animals.
- Purchasing and preparing food for animals.
- Maintaining plants in greenhouse to supply food for animals (herbivores).
- Monitoring and maintaining living conditions - monitoring temperature, humidity, pH, oxygen concentration, ammonia concentration and other species-specific variables.
- Monitoring animal health and taking appropriate action to address medical issues, including quarantining, seeking veterinary care and performing euthanasia, if required.
- Contributing to the development and implementation of internal animal care protocols as well as occupational health and safety procedures.

Supporting displays in galleries to provide a high-quality and engaging visitor experience by:

- Regular cleaning and repairing of tanks and enclosures.
- Cleaning and maintaining life support equipment, including filters, chillers, heaters, misters, lighting, growth chambers.
- Providing input on decisions regarding upgrading of displays or creation of new displays within existing galleries.
- Providing input into plans for new live animal displays as gallery enhancements or for new galleries - proposing content for stories, assisting with design reviews, reviewing technical specifications for tanks and enclosures.

Assisting museum visitors to understand and appreciate the animals on display by:

- Interacting with the public in the galleries - interpreting species on display and explaining live culture protocols.
- Participating in special events that showcase live animals.
- Answering questions from the public, in-person and via email or telephone.
- Conducting information activities both in-house (in-reach) and, as time and resources permit, at off-site locations (outreach).

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- Participating in the Museum School program, other Learning programs, and live animals-related social media initiatives.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

As a member of the four-person Live Animals team, the Live Animals Assistant position will be responsible for the care and maintenance of all live animals at the Royal Alberta Museum. The broad scope of organisms and animal care protocols requires not only an extensive knowledge of animal husbandry best practices but also the ability to solve problems related to the care of organisms that are rarely, if ever, kept in captivity. In some cases, the Museum's experimentation with rearing and maintenance of new organisms may be unique in the world and no reference protocols exist. This position will be expected to use knowledge, experience, judgment and creativity to create, implement and document these new procedures.

The overall vision and direction of the live culture component of the Museum's visitor experience will be determined by the Curator of Invertebrate Zoology, with input as needed from the other staff, including the Curator, Non-avian Vertebrates. Budgets for live animal care will be monitored by the Curator of Invertebrate Zoology, but day-to-day decisions regarding appropriate procedures and expenditures for regular materials and supplies will be the responsibility of the Live Animals Supervisor. The Live Animals Assistant will coordinate activities and expenditures in consultation with the Live Animals Supervisor and other Live Animals staff.

Education staff and Marketing and Communications staff will communicate regularly with this position to provide public feedback on displays and to provide suggestions for improving the visitor experience. Comments from the public must be addressed in a timely manner. On occasion, concerns raised by members of the public must be dealt with directly to explain animal care protocols, unusual animal behaviours and perceived stresses to organisms on display. These concerns must be handled tactfully and with consideration of the public's perspective. If appropriate, animals may need to be removed from display and quarantined until the conditions causing public concern are rectified. Decisions as to appropriate courses of immediate action will largely be the responsibility of the Live Animals Assistant. Longer term solutions will be determined in consultation with the Live Animals Supervisor and the Curator of Invertebrate Zoology, with input from other curatorial staff as required.

Types of guidance available for problem solving:

The Live Animals Supervisor and the Curator of Invertebrate Zoology are available to provide operating parameters for live animal care, including the unique needs of various species, whereas the Director of Curatorial and Research provides wider operational and strategic priorities within which live animals care operates. In many cases, however, the position works with direct supervisor and is responsible for making immediate decisions on live animal care.

Direct or indirect impacts of decisions:

Decisions have an immediate impact on the health of the live animals. Failure to act promptly or appropriately to animal care needs may result in death of the animals. Failure to maintain displays will result in a negative impact on the visitor experience. The results of decisions may be visible and immediate.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- A post-secondary degree Biological Sciences and minimum two years of experience working with live animals is preferred. Equivalency is a two-year diploma in Biological Sciences or related technical specialty (e.g., Veterinary Technician) and four years experience working with live animals.
- Bachelor's Degree (4 year).

- Major in bioscience or zoology, with focus or minor in invertebrate zoology or ecology.
- Formal education in animal care procedures would be an asset.
- Must be familiar with standard handling and husbandry protocols for invertebrates, fish, amphibians and reptiles, including Canadian Council on Animal Care protocols relative to these animals.
- Must be comfortable handling a variety of animals in a manner that is safe to the organisms and to staff.
- Requires some knowledge of greenhouse operation and plant care.
- Must be safety oriented and willing to develop and implement safe work procedures as appropriate.
- Must have good communication skills, including ability to engage a range of audiences from young children to adults.
- Must be reliable and ensure consistency and continuity of animal care.
- Must have good interpersonal skills and the ability to deal with public concerns tactfully and professionally.
- Must be able to work in a team environment and accept different viewpoints on animal care procedures.
- Must be familiar with safe laboratory practices and be willing to maintain or upgrade WHMIS, first aid and any specific health and safety training as required.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Live Animals Supervisor - daily - day-to-day supervision and direction, Live Animals team meetings.
- Live Animals staff - daily - coordination of tasks (including during absences), information collaboration.
- Curator of Invertebrate Zoology - frequently - trouble-shooting issues in maintenance of invertebrate displays, vision and direction of live invertebrate displays, major budget considerations, gallery enhancements and new display planning, Live Animals team meetings.
- Curator and Assistant Curator, Non-avian Vertebrates - occasionally - advice and trouble-shooting issues in maintenance of fish, amphibian and reptile displays, vision and direction for new fish, amphibian and reptile displays.
- Education staff - frequently - display and interpretation suggestions, public input, event planning.
- Visitor Experience staff - occasionally - new and revised text panels, new and repaired enclosures, general gallery maintenance.
- Marketing and Communications staff - occasionally - to coordinate social media posts.
- Volunteers - daily - training, monitoring of activities, giving direction.
- Museum visitors - frequently - answering questions, providing information on display specimens.

Supervision Exercised

No Supervision.