



Creative Tech Manager (Full Time)

"This program is like the euphoric feeling I get when I listen to Mitski. It has taught me that I'm important, my voice is important, and that I shouldn't be afraid to share it with the world." – *Katherine, teen film and radio producer at ZUMIX.*

About Us:

At ZUMIX, we believe in the power of young people. We believe that young people are capable and self-determinant. Young people drive our work, voice their perspectives, and hold power. We are a youth-run radio station, a recording studio and a performance space. We are a place where youth are leaders, artists, and musicians. We empower young people to build successful futures for themselves - transforming lives and community through music, technology, and creative employment.

From our LEED-certified headquarters in East Boston and throughout the city, ZUMIX offers over 40 programs annually for young people ages 7-18, including private and group music lessons. Each year, over 1000 young people participate in programs through in school partnerships, out of school and summer programs.

Our work has an impact locally and across the country. We are proud to partner with local neighbors like Eastie Farm and seven East Boston schools, across the region with the Revere Public Schools and Berklee College of Music, and to receive national recognition from First Lady Michelle Obama, as a recipient of the [National Arts and Humanities Youth Program Award](#). Our students have performed for community events and alongside Sting and Pink Floyd's Roger Waters.

Since our founding, we have successfully positioned ZUMIX for consistent growth and financial sustainability. Fundraising and contributed revenue accounts for over 80% of our annual revenue. Our 27-member team includes creative and passionate artists and teachers who hold each other accountable to our mission, vision, core values, and high standards of excellence.

ZUMIX is proud to be located in East Boston, a diverse neighborhood home to newly arrived immigrants from Central and South America as well as Southeast Asia. Over 50% of East Boston's population is of Hispanic origin and half of the households are Spanish speaking.

For more information on our work, please visit www.zumix.org.

The Position: Creative Tech Manager

Reports To: Director of Creative Media + Technology

The ZUMIX **Creative Tech Manager** supervises and supports our audio department, an integral part of our creative youth development programming. This is a multifaceted position that requires enthusiasm, excellent communication skills, and attention to detail. The Creative Tech Manager is a member of the Program Leadership Team, which collaborates to ensure excellence throughout ZUMIX programs. The Creative Tech Manager will facilitate and oversee ZUMIX's audio engineering curriculum, including live sound, studio recording, digital music production and electronics and equipment repair. She/he/they will provide guidance and leadership to other audio staff members and mentors and ensure quality outcomes within our AV Service – a youth driven social enterprise, employing young people to provide sound reinforcement for events and festivals throughout Greater Boston. She/he/they will collaborate with other members of the Creative Media + Technology team to steward the production of ZUMIX's multidisciplinary artistic events, and encourage effective teamwork between youth engineers, videographers and performers.

Key Responsibilities:

Oversight

- Serve as visionary leader of ZUMIX's audio department, currently comprised of the AV Coordinator and 7 audio mentors working with approximately 35 youth ages 12-18.
- Support and implement ZUMIX's core values and theory of change model within audio programs.
- Onboard, train and supervise all contracted audio mentors employed by the ZUMIX AV Service.
- Manage administrative systems for the ZUMIX AV Service, including accurate billing, advancing of gigs, and payment of youth and adult staff.
- Oversee the digital distribution of ZUMIX youth-produced music, utilizing platforms like TuneCore, Distrokid, and Bandcamp.
- Establish and strengthen relationships with external partners, clients, donors and corporate supporters.
- Collaborate with the Director of Creative Media + Technology to develop and implement the audio program budget.
- Represent audio programs as a member of the Program Leadership Team (PLT), and as part of the Creative Media + Technology department.
- Contribute ideas within the PLT to ensure overall program excellence including:
 - Support program outreach efforts, including visits to local partners and schools
 - Evaluate programs with an eye to continual improvement, incorporating feedback from youth
 - Attend weekly PLT meetings
 - Co-lead program orientation geared to each semester

Programs

- Design and facilitate curricula for all our audio programs, including: live sound, studio recording and digital music production.
- Oversee curriculum development for our electronics and equipment repair program in partnership with the AV Coordinator.
- Coordinate guest artist or engineer visits to ZUMIX, supplemental trainings and relevant field trips for staff and youth.
- Support youth and adult AV production team to consistently deliver quality AV services for all ZUMIX events and outside clients.
- In collaboration with the AV Coordinator, plan tri-annual continuing education workshops to support the active growth of the AV Service youth tech roster.
- Serve as a substitute audio mentor as needed to appropriately staff the AV Service gigs, including occasional events on weekends.
- Lead occasional, short-term audio workshops for high school students via school partnerships.

Facility + Systems

- Design and maintain technology space and systems.
- Coordinate audio inventory, and maintenance and repair plan, communicating expectations for communal care of equipment.
- Monitor audio equipment donations and contribute to a yearly sale or donation of unneeded equipment.
- Serve as a liaison to ZUMIX's IT consultants, focusing on audio systems, hardware, software and storage.
- Identify and purchase audio software and hardware to best meet ZUMIX's educational priorities.

Qualifications:

There are innumerable ways to learn, grow, and excel professionally. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you

will bring to the work. This said, we are most likely to be interested in your candidacy if you can demonstrate most of the qualifications and experiences listed below.

- Demonstrated professional experience in at least two of the following areas: live sound, studio management, music production, recording and mixing.
- Professional level proficiency with the following audio tools: Avid Pro Tools, FL Studio, Ableton, Native Instruments plugins including Ozone and RX, loudspeaker management, analog and digital consoles, outboard processing, microphones and placement, multitrack recording and mixing of 16+ tracks, mixing for live broadcast.
- 2+ years experience in a supervisory/management position.
- 2+ years experience in youth development/education, preferably in a community-based setting or public school.
- Excellent relationship-building and interpersonal communication skills, including a strong ability to provide feedback and a sense of humor.
- Ability to manage multiple, cross departmental priorities and work collaboratively with differing viewpoints, sometimes in fast-paced and evolving environments.
- Proficient in data management and knowledge of administrative software.
- Strong audio hardware and software troubleshooting skills.
- Experience purchasing in volume and for institutional use.
- Bilingual in English and Spanish or Portuguese.
- Degree in performing arts or music education, nonprofit administration, media/technology, or equivalent work experience.

Work Location and Hours:

ZUMIX is based at the firehouse, ZUMIX's Gold LEED Certified performance and office space in East Boston. Our primary service is provided for young people after school; our program staff work Monday through Friday from 12pm-8pm. This position works onsite 4 days/week and one day remote. There will be times outside of standard work hours where participation and leadership is expected, including some events on evenings and weekends. Our workspace is vibrant, buzzing with energy, music, youth program participants and Gigi, the friendly office dog.

The firehouse is conveniently accessible via the MBTA Blue Line and bus lines, and we encourage staff to use public transportation; street parking is available, but cars must be moved every two hours.

How to Apply:

Interested candidates are encouraged to promptly email their cover letter and resume to Brittany Thomas, Director of Creative Media + Technology at apply@zumix.org. Please write "[YOUR NAME] – Creative Tech Manager" in the subject line. All applicants that will move forward in the process will receive a response to their application within two weeks of submission.

We plan to have phone interviews in September and October with select candidates. A few finalists will have an onsite interview day with representatives of ZUMIX's staff and the Teen Council, followed by a holistic reference check process. The expected start date is November 2024.

Compensation, Benefits and Culture:

This is a full-time position with generous paid time off including an annual closure from December 25th until January 2nd, annual professional development funds, retirement planning and contribution of 1% of salary match. ZUMIX pays premiums for short-term, long-term, and life insurance, with access to many other benefits on the Justworks platform. Annual salary is budgeted to land between \$60,000 and \$66,000 commensurate with lived and professional experience.

When working at ZUMIX, you can expect:

- *An inclusive workplace* that reflects the community we serve and where everyone's voice is heard and valued. All perspectives are welcomed and appreciated.
- *A great place* to learn and grow. We provide our staff with professional development funds and internal professional development opportunities.
- *A healthy work-life balance*. We offer our staff generous paid time off and flexible schedules, and we close our office from December 24 through New Year's Day each year to allow everyone time to recharge.
- *Creative encouragement*. We are always willing to explore new processes, ways of thinking, and different approaches to problem-solving. Collaboration is encouraged and celebrated. We also provide low-cost studio time and free rehearsal space.
- *An empathetic workplace* where opinions and feelings are valued and acknowledged through open communication and support in difficult situations.

ZUMIX does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all members of our staff, along with our participants, their families, our volunteers, subcontractors, and vendors.