

Facilities & Exhibits Technician

Union Station Kansas City Kansas City, MO

DESCRIPTION

This role is responsible for repairs and improvements to the organization's buildings (indoor and outdoor) and exhibits across all properties, and for maintaining our interactive exhibits to ensure every guest enjoys a dynamic, engaging experience. You'll play a hands-on role in maintaining and repairing everything that Union Station is responsible for inside, outside, and even The Link. This role also supports the Station's immersive gallery environments and transforms our spaces for holidays, programs, and special events.

In addition to exhibit care, you'll help set up events ranging from intimate gatherings to large-scale experiences in a vibrant hospitality setting. From installation to strike, your attention to detail and commitment to excellence will help ensure seamless events and memorable visits for every guest.

If you enjoy working behind the scenes to create interactive, inspiring environments—and take pride in craftsmanship, technology, and teamwork—this is an opportunity to make a visible impact every day.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Read and interpret blueprints, sketches, and specifications to determine project layout, dimensions, and materials.
- Construct wall panels, cabinets, casework, and other exhibit components.
- Measure, cut, shape, and finish lumber and other materials (e.g., fiberglass) using hand tools, power tools, and shop machinery.
- Support exhibition setup, including lighting, display preparation, and object placement, in coordination with exhibit and curatorial staff.
- Prepare galleries and exhibit spaces for new installations, repairs, and scheduled changes.
- Perform routine maintenance on exhibit structures, interactive components, and gallery equipment to keep them safe and operational.
- Program, set up, and operate CNC equipment (e.g., CNC router) to fabricate exhibit components, signage, and building parts from digital drawings, and perform routine maintenance on CNC equipment.

Carpentry and General Building Maintenance

- Install and repair structures and fixtures, including frames, metal stud walls, flooring, trim, doors, and hardware.
- Lay out and repair flooring and drywall, ensuring surfaces are level and compatible.
- Select and order lumber and other materials within approved budgets.
- Perform general repairs in public, retail-corridor, and back-of-house areas.

Electrical, Plumbing, and HVAC/Refrigeration Maintenance

- Troubleshoot, maintain, and repair electrical and low-voltage control systems and devices, within the limits of applicable licensing and permit requirements.
- Install, repair, and maintain pipes, valves, fittings, drainage systems, and fixtures, within the limits of applicable licensing and permit requirements.
- Perform routine inspections of plumbing and drainage systems.
- Respond to, diagnose, and resolve plumbing and building emergencies, escalating to licensed contractors as required.
- Refer work that requires a license or permit under applicable city or county code to appropriately licensed contractors, unless the employee holds the required license.
- Inspect, maintain, troubleshoot, and repair HVAC and refrigeration equipment, including filters, belts, controls, and refrigerant-containing systems, and escalate major repairs to licensed contractors as required.
- Handle, recover, and record refrigerants in compliance with EPA Section 608 requirements, within the scope of the employee's certification type.
- Prepare galleries and event spaces for public programs and special events, managing precise setup, seamless operation, and efficient strike to ensure memorable guest experiences.

Inspection, Records, and Coordination

- Record maintenance activities, inspections, and daily operating conditions in logbooks, spreadsheets, or the organization's work-order system.
- Document inspection results and recommend repair, upgrade, or retirement of equipment.
- Keep accurate records of time, work performed, and materials used.
- Coordinate with general contractors, electricians, and other trade professionals on projects and repairs.

Additional Duties

- Maintain shop, storage, and work areas to support safe movement and handling of materials and objects.
- Safeguard the historic integrity of Union Station by ensuring all exhibit work and event activities align with preservation standards and institutional guidelines.
- Monitor events before and during to ensure all procedures are followed correctly, and all guidelines relating to the historic preservation of Union Station are observed. Remain until the events are finished and breakdown and cleanup are completed.
- Other duties as assigned.

REQUIREMENTS

Technical Qualifications

- Experience erecting metal stud walls.
- Ability to read and interpret blueprints, schematics, and technical drawings.

- Knowledge of low-voltage systems with demonstrated troubleshooting and problem-solving skills related to equipment and software.
- Ability to review and interpret Operations Requests, including event logistics and technical specifications.
- Experience with show control systems for triggered and timed applications.
- Working knowledge of Raspberry Pi and Arduino platforms, including basic electronic diagnostics and repair.
- Experience with rigging (stands, ground-supported equipment, truss systems, banners, and signage).
- Proficiency with video systems and computer-based technologies.
- Ability to move, deliver, assemble, and properly store equipment as required.
- Demonstrated hands-on expertise in maintaining and troubleshooting interactive exhibits in a museum or public-facing environment

Qualifications

- High school diploma or equivalent required; Bachelor's degree in a related field (theater production, exhibit design, engineering, media technology, or similar) preferred.
- Hands-on experience in exhibit fabrication, scenic construction, or creative build environments.
- Experience with audiovisual systems, interactive technology, or live event support—especially in museums, educational spaces, theaters, or other immersive environments.
- A natural problem-solver who enjoys troubleshooting, experimenting, and finding smart, creative solutions.
- Strong communication skills and a collaborative mindset that adapts to fast-paced environments where flexibility and calm execution matter.
- Ability to juggle multiple projects, shifting timelines, and evolving creative ideas without losing attention to detail.
- Professional, service-oriented approach when interacting with guests, clients, and partners.
- Valid driver's license with a clean driving record for those operating company vehicles.
- We're looking for someone who takes pride in craftsmanship, enjoys working with their hands and technology, and finds satisfaction in creating spaces that spark curiosity and wonder.

Physical Demands

- This role is hands-on and active, supporting both exhibits and events throughout the facility. Candidates should be comfortable with the following physical requirements:
- Frequently lifting and moving items up to 50 lbs., and occasionally up to 100 lbs., as part of event setup, teardown, and exhibit work.
- Bending, crawling, stooping, and reaching to install, repair, and maintain exhibit components, hardware, software, and related technology.

- Being on your feet for extended periods, with frequent kneeling, crouching, stair climbing while carrying equipment, and occasional use of ladders or scaffolding.
- Working in a variety of environments, including outdoor weather conditions, dusty spaces, or areas with elevated noise levels.
- Maintaining a flexible schedule that may include evenings, weekends, and extended shifts based on event needs.
- The physical demands described above are representative of those required to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
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Union Station Kansas City is an at-will employer, committed to employing a drug-free and diverse workforce. EOE M/F/D

To Apply:

Send resume and cover letter to:

Union Station Kansas City

Human Resources Department

30 W. Pershing Road, Suite 400

Kansas City, MO 64108-2422

Or email your resume to: employment@unionstation.org