Multimedia Services – AV TEC (Technical Event Crew)

The University Center is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. UC staff must exemplify the UC mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the UC Customer Service standards. The University Center is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary
AV TECs (Technical Event Crew) are responsible for ensuring day---to---day operations of the area are conducted with accuracy, urgency, and with positive and superior service. Responsibilities include additional access to UC resources, training, reporting, and evaluation. The position will be responsible for the setup, operation and troubleshooting of audio/visual equipment in live events in the University Center. AV TECs must exemplify the UC mission, vision and values being professional, courteous, positive and ethical in every interaction and task.

Minimum Qualifications
• Enrolled in a full-time degree seeking program at UTSA with a minimum overall GPA of 2.0
• Exceptional customer service skills.
• Working knowledge of Adobe Suite, including Photoshop
• Ability to lift at least up to 30lbs either individually or with assistance

Position Responsibilities
• Present at required University Center orientation, trainings, and other student workshops and events.
• Reports to the supervisor of Multimedia Services, Events Management and Conference Services
• Develop forward planning and communicate area needs to stay on priority projects and services.
• Able to articulate UC customer service standards.
• Transport and set up audio/visual equipment to various reserved spaces throughout the University Center
• Develop an understanding of audio visual equipment through provided training.
• Develop an understanding of Mac and Windows OS computers.
• Provide technical assistance to University Center clients.
• Answer inquiries concerning the use of audio/visual equipment.
• Assist in connecting clients’ computers to installed equipment for presentations and other media viewing.
• Report any problems with audio/visual equipment.
• Work as part of a team to execute large events and projects successfully.
• Work in a fast paced environment in a live entertainment setting.
• Use time on shift efficiently.
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Position Responsibilities (Continued)

• Multitask while maintaining a positive attitude.
• Troubleshoot and repair A/V equipment in University Center event rooms.
• Assist UC Event Setups Staff with room setups when needed.
• Keep an organized and clean working environment.
• Follow all UC policies and procedures regarding expectations, safety and service.
• Contribute to a positive and engaging work environment.
• Ability to work hard and deliver exceptional customer service to all University Center staff and guests.
• Ability to participate in multiple advanced A/V trainings.
• Performs other duties as assigned.

Expectations

• Ability to work with minimal supervision.
• Presents a professional appearance and positive attitude.
• Works well with a diverse group with a team approach.
• Ability to use critical thinking skills and advanced communication skills.
• Ability to work with urgency to deliver exceptional customer service.

Schedule

• Students may work a maximum of 19 hours per week (15 hours average). Shifts may include day, evening and weekend hours.
• Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.