# Title: Technical Services Assistant

**Term of Employment:** Academic Term (Aug-May)

**Position Abstract:** Set-up, operate, and assist clients of the CSU with their technical needs. The Student will be responsible of set-up and operation of audio equipment such as speakers and microphones, and visual equipment, such as laptop computers and projection equipment. The Assistant will gain intimate knowledge of operating technical equipment.

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<th>Percentage of Responsibilities</th>
<th>Position Responsibilities/ Tasks</th>
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| **40%**                       | **Set-Up/Teardown**<br>• Set up facility according to scheduling specs and client needs<br>  
  ◦ Connect and sync audio (microphones, speaker systems) and visual (projectors and screens) equipment<br>  
  ◦ Arrange technology according to special needs of clients<br>  
  ◦ Perform equipment substitutions when necessary<br>  
  • Disassemble Equipment after completion of event<br>  
  ◦ Organize disassembly of equipment<br>  
  ◦ Return equipment to proper location |
| **40%**                       | **Operation and Support**<br>• Supervise equipment use at events<br>  
  • Operate Audio and Visual equipment during use<br>  
  • Troubleshoot and resolve equipment issues<br>  
  • Acquire and adapt to unforeseen client needs before and during events<br>  
  • Utilize audio/visual equipment properly |
| **20%**                       | **Maintenance**<br>• Maintain an up to date inventory of equipment<br>  
  • Organize equipment storage |

## Learning Objectives

### Technical Skills and Troubleshooting
- The Student will gain proficiency in setting up, operating, and dismantling a wide range of audio visual equipment, including; microphones, speakers, audio and lighting boards, projection screens, laptop computers, and television screens.
- The Student will gain a working knowledge of troubleshooting the above mentioned devices.

### Customer Service
- The Student will gain exceptional customer service experience. Developing skills such as, time-management, empathy, courtesy, and interpersonal communication.

### Critical Thinking
- Students will gain experience in accurately identifying critical issues when making a decision or solving a problem, identifying needs, identifying sources of information appropriate to the problem at hand, and how to best formulate questions to clarify critical issues.