

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.

Percentage of Responsibilities	Position Responsibilities/ Tasks
40%	Set-Up/Teardown <ul style="list-style-type: none"> • Set up facility according to scheduling specs and client needs <ul style="list-style-type: none"> ○ Connect and sync audio (microphones, speaker systems) and visual (projectors and screens) equipment ○ Arrange technology according to special needs of clients ○ Perform equipment substitutions when necessary • Disassemble Equipment after completion of event <ul style="list-style-type: none"> ○ Organize disassembly of equipment ○ Return equipment to proper location
40%	Operation and Support <ul style="list-style-type: none"> • Supervise equipment use at events • Operate Audio and Visual equipment during use • Troubleshoot and resolve equipment issues • Acquire and adapt to unforeseen client needs before and during events • Utilize audio/visual equipment properly
20%	Maintenance <ul style="list-style-type: none"> • Maintain an up to date inventory of equipment • Organize equipment storage
Learning Objectives	
Technical Skills and Troubleshooting	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The Student will gain exceptional customer service experience. Developing skills such as, time-management, empathy, courtesy, and interpersonal communication.
Critical Thinking	<ul style="list-style-type: none"> • 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.