

Title: CSU Tech Lead

Term of Employment: Academic Year (Aug-May)

Position Abstract: An experienced member of the Tech Team. The CSU Tech Lead will act as the Supervisor, when the Supervisor is not present, contacting clients, distributing relevant information to the team, and assisting with set-up, tear-down, and operation responsibilities.

Percentage of Responsibilities	Position Responsibilities/ Tasks
30%	<p>Leadership</p> <ul style="list-style-type: none"> • Serves in the role of Supervisor when Technical Coordinator is unavailable • Provides direction to Technical Assistants • Answer client questions when Supervisor is unavailable • The Lead will assist with training and developing new Technical Assistants both through practice and through example
50%	<p>Technician</p> <ul style="list-style-type: none"> • Set up and operate a wide variety of audio, video, and lighting equipment in order to meet client needs. This may include <ul style="list-style-type: none"> ○ Make equipment substitutions when necessary ○ Troubleshooting and resolving equipment issues ○ Testing equipment in advance of show ○ Supervise in proper operation of audio/visual equipment ○ Supervise and assist in post-event disassembly and equipment storage • Disassemble Equipment after completion of event <ul style="list-style-type: none"> ○ Organize disassembly of equipment ○ Return equipment to proper location • Supervise equipment use at events • Operate Audio and Visual equipment during use • Troubleshoot potential issues • Acquire and adapt to unforeseen client needs before and during events
20%	<p>Customer Service</p> <ul style="list-style-type: none"> • Act as contact point between Tech Team and Client, conveying evolving client needs to Tech Team as needed • Act as on site communication source for clients to refine needs and solve problems • Advance consultation with clients to determine needs • Serve as “Stage Manager” when necessary
Learning Objectives	
Professional Leadership	<ul style="list-style-type: none"> • The Student will gain extensive experience in leading a group of technical professionals, developing skills such as empathy, communication, problem solving, crisis management, initiative, and self-responsibility. • The Student will gain experience in training and developing new employees
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.
Customer Service/ Sales	<ul style="list-style-type: none"> • Through support and assistance role, the Student will gain exceptional customer service experience. Develop skills including, time-management, empathy, courtesy, and interpersonal communication. • The Student will also gain experience in the sales of services, through contact

and interaction with clients, and adapting technology to their needs.