

Plemmons Student Union AV Tech Job Description

Accountability

The AV techs will report to AV Manager, Assistant AV Manager, AV Student Supervisor, and any member of the PSU Operations professional staff.

Scope

AV Techs are responsible for the setup, maintenance, and operation of AV Equipment in the Plemmons Student Union. They will provide excellent customer service for patrons while setting up, troubleshooting or handling malfunctioning equipment while complying with established policies and procedures. In certain circumstances, the AV Tech will be expected to assist other student supervisors with set ups or other projects.

Responsibilities

- Read and interpret daily setup sheets to ensure reserved or proper av equipment is set up, operational, and user is comfortable.
- Utilize critical thinking and problem solving skills to troubleshoot malfunctioning equipment and be well-versed to handle frequently asked questions
- Effectively communicate with patrons, AV tech staff, and other Union staff to solve technical problems and understand patron expectations/needs
- Above average knowledge of digital technology, including Microsoft office programs, PC/Mac devices, audio, and a continued interest in learning technology related skills.
- Respectfully interact with patrons of all cultures, races, ages, genders, sexual orientations, and religions.
- Attend all trainings and AV meetings as scheduled throughout the semester

Qualifications

- Working knowledge of basic A/V equipment; i.e. Windows/Mac computers, presentation software, HDMI/VGA cables and adapters, and basic sound equipment.
- Ability to do extended walking and moderate lifting
- Flexible hours including mornings, evenings, and weekends
- Ability to work independently as well as a team environment
- Maintain a semester grade point average of 2.00 (must have a cumulative grade point average of 2.00 to apply).
- Maintain good standing (not on probation) with the Office of Student Conduct.
- Uphold the Student Engagement and Leadership department's values of growth, respect, connectedness, respect, and sustainability as you work with fellow staff, professional staff, and patrons

If at any point during your employment you do not meet these requirements: You may be put on probation or terminated, at the discretion of Plemmons Student Union professional staff.

Compensation : Hourly Rate: \$7.75 *This pay rate is valid as of 10/18/18*

