



TECHNICAL ASSISTANT

POSITION SUMMARY:

- Technical Assistants provide expanded support for sound reinforcement, lighting, computer, and audio-visual support. These staff members set up, operate, and break down the technical equipment for each event. These students will interact directly with clients and presenters on a regular basis, requiring outstanding customer service skills.

RESPONSIBILITIES:

- Serves to assist all Davis Center clientele and staff with any technical needs they may have in a professional manner. These items include but are not limited to: Customer service and support, wired and wireless microphones, PowerPoint presentations, computer systems, video systems including cameras and projections, wireless connections, stagehand skills, organizational and maintenance tasks.
- Have thorough understanding of the projection, lighting, audio, video and control systems in the Davis Center including knowledge of troubleshooting methods.
- Working knowledge of event spaces
- Submit necessary shift and event reporting paperwork
- Ensure proper set up of spaces and conference rooms for events.
- All Technical Assistants are expected to participate in weekly training hours, meetings, and assist other areas of the DC Operations team when requested.
- Set up and break down all audio/visual, lighting and computer components for events in the Davis Center.
- Assist customers with technical needs
- Maintain appearance and functionality of all audio/visual, lighting, and computer equipment.
- Maintain a clean work environment
- Maintain a professional appearance to include wearing issued Davis Center shirt and nametag.
- Attend all scheduled meetings and training sessions.
- Perform other duties as assigned.

RESPONSIBILITIES DURING THE COVID-19 PANDEMIC:

- Enforce all Safety, Social Distancing, and University policies are followed and maintained.
- Maintain socially distant setups for events & common areas
- Clean and disinfect all work surfaces, shared office spaces, study spaces, event/meeting rooms and surrounding areas

QUALIFICATIONS:

- Must be a currently matriculated University of Vermont student in good standing
- Attention to detail and ability to manage multiple tasks at the same time
- Reliable and responsible
- Interest in event planning, management, and operations
- Increased independence, confidence, and critical thinking skills
- Ability to push/pull/lift items including tables, staging & chairs
- Ability and willingness to work both independently and with a team
- Interest in increasing knowledge and skills related to event planning and delivery



Position Description – Student Employment

Updated: March 20222

- Ability to handle a variety of situations simultaneously in a professional and efficient manner
- Ability to positively represent The Davis Center and The University of Vermont
- Enthusiasm for working in a diverse, team-centered, and environmentally friendly office environment
- Motivation to increase and share in the community building at the University of Vermont
- Strong customer-service, communication, problem-solving, and organizational skills
- Desire and ability to work a flexible schedule that requires work on nights and weekends as well as early mornings
- Ability to provide Tech Level I service at the completion of training period (*see Tech Levels and descriptions*).
- Ability to resolve problems efficiently and quickly
- Ability to follow instructions and interpret set up diagrams
- Ability to manage time, take initiative and prioritize duties while on shift
- Interest in increasing knowledge and skills related to technology.

SKILLS & EXPERIENCE ACQUIRED THROUGH EMPLOYMENT:

- Increased understanding of event planning and management.
- Increased knowledge of campus programming and facility operations.
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth.
- Enhanced project-management, customer-service, communication, organization, and problem-solving skills.
- Understanding of and use of audio/visual, lighting equipment and computer skills
- Enhanced knowledge of producing online events, both fully virtual and hybrid, and their use in academic and external client presentations