

WORK AT THE DAVIS CENTER

TECHNICAL ASSISTANT

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

- 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 A/V, 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 shifts, meetings and training sessions.

QUALIFICATIONS

- Ability and desire to provide excellent customer service.
- 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.
- Desire to work within a flexible schedule.
- Interest in increasing knowledge and skills related to technology.
- Ability to work well with others.
- Ability to positively represent the Davis Center and the University.

SKILLS/EXPERIENCE ACQUIRED

- Audio/visual, lighting and computer skills.
- Troubleshooting skills.
- Interpersonal and customer service skills.
- Experience working on a diverse staff committed to personal and professional growth.

TECHNICAL ASSISTANT LEVELS

LEVEL I TECHNICAL ASSISTANT

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, wireless connections, stagehand skills, organizational and maintenance tasks. Level I Technicians must have a full understanding of all installed Crestron systems and a basic understanding of portable systems.

All Technical Assistants are expected to participate in weekly training hours, meetings, and assist other areas of the DC Operations team when requested. All technical assistants must prioritize customer needs with other duties as assigned.

LEVEL II TECHNICAL ASSISTANT

A Level I Technical Assistant may be offered to *apply* for a promotion to a Level II Technical Assistant. The application process will include a review of the technical assistant's performance, a written aptitude test, and several skill tests including system setups and troubleshooting.

Level II Technical Assistants will be expected to perform all of the duties of a Level I Technical Assistant, with an

expanded understanding of portable systems. Level II Technical Assistants must be able to proficiently setup and troubleshoot portable PA systems, wireless microphones, lighting systems, projection systems and screens, etc. Level II Technical Assistants are also expected to have an in depth understanding of all installed Crestron systems with knowledge of performing hard resets.

All Technical Assistants are expected to participate in weekly training hours, meetings, and assist other areas of the DC Operations team when requested. All Technical Assistants must prioritize customer needs with other duties as assigned.

LEVEL III TECHNICAL ASSISTANT

A Level II Technical Assistant may be offered to apply for a promotion to a Level III Technical Assistant. The application process will include an in depth review of the technical assistants performance, a written aptitude test, and multiple skill tests including system setups and troubleshooting.

Level III Technical Assistants will be expected to perform all of the duties of a Level II Technical Assistant, with an expanded understanding of all systems in house or other. Level III Technical Assistants are expected to be experienced in live sound reinforcement, mixing techniques for FOH and Monitors, lighting color theory, projection, cable making, soldering, basic electronics, computer systems, and possess expansive troubleshooting skills.

All Technical Assistants are expected to participate in weekly training hours, meetings, and assist other areas of the DC Operations team when requested. All Technical Assistants must prioritize customer needs with other duties as assigned.

LEAD TECHNICAL ASSISTANT

A Level II or III Technical Assistant may be offered to apply for a promotion to a Lead Technical Assistant. The application process will include an in depth review of the technical assistants performance, a written aptitude test, and multiple skill tests including system setups and troubleshooting.

The Lead Technical Assistant will be expected to perform all of the duties of a Level II or III Technical Assistant, with an expanded understanding of all technical systems, scheduling, and EMS.

The Lead Technical Assistant will serve as the “Right Hand” to the Technical Coordinator and perform any necessary as duties as assigned. These duties may include training other techs, clerical work, organizational projects, troubleshooting, technical support, and team building activities. Additionally, the Lead will attend regular meetings with the Graduate Assistant for Operations to assist with the planning and coordination of events for all of the Davis Center student staff. These events will include trainings, team building exercises or workshops, and End of Year celebrations, and service projects. During these meetings, the Lead will serve as a gateway for information between teams.

In the event the Technical Services Manager is not directly available, the Lead Technical Assistant may be asked to directly assist high profile clients, as well as sit in on pre-conference and logistical meetings. The Lead Technical Assistant must have a vast knowledge of all installed and portable systems, their limitations and their capabilities.

All Technical Assistants are expected to participate in weekly training hours, meetings, and assist other areas of the DC Operations team when requested. All Technical Assistants must prioritize customer needs with other duties as assigned.

APPLICATION: [GO.UVM.EDU/DCJOBS](https://go.uvm.edu/dcjobs)