

Audiovisual Technician

The UTSA Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary

Audiovisual (AV) Techs are responsible for ensuring day-to-day operations of the area are conducted with accuracy, urgency, and positive, superior service. Responsibilities include additional access to Student Union resources, training, reporting and evaluation. The position will be responsible for the setup, operation and troubleshooting of audiovisual equipment for live events in the Student Union.

Minimum Qualifications

- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Exceptional customer service skills.
- Ability to lift up to 50lbs.
- Working knowledge of audiovisual technologies.

Position Responsibilities

- Reports to the supervisor of Audio-Visual Services.
- Develop forward planning and communicate area needs to stay on top of priority projects and services.
- Transport and set up audiovisual equipment to various reserved spaces throughout the Student Union.
- Develop an understanding of audiovisual equipment through provided training.
- Develop an understanding of Mac and Windows OS computers.
- Provide technical assistance to Student Union clients.
- Answer inquiries concerning the use of audiovisual equipment.
- Assist in connecting clients' computers to installed equipment for presentations and other media viewing.
- Report any problems with audiovisual equipment.
- Work as part of a team to execute large events and projects successfully with a positive attitude.
- Work in a fast-paced environment in a live entertainment setting.
- Troubleshoot and repair AV equipment in Student Union event rooms.
- Assist Student Union Event Setups Staff with room setups when needed.
- Keep an organized and clean working environment.

The University of Texas at San Antonio

UTSA Student Union

Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.
- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform, and behave appropriately while on shift.
- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

Schedule

- Students may work a maximum of 19 hours per week (15 hours average). Shifts may include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.