

Title: Audio-Visual Technician (_Assistant II)

Reports to: TS Media Services Assistant Director and staff/TS Lab Coordinators

Pay Rate: \$16

General Summary of Duties: Student Assistants in Media Services are to provide customer service, classroom audio visual support, along with duties assigned at the Media Services counter located in the Computer Lab.

Duties and Responsibilities:

- Populate the media service front desk to provide service to students and staff with audio/visual support and facilitate the check-out/check-in of various audio/visual equipment.
- Provide service and support to clients that phone in with questions or concerns regarding audio/visual services provided by Media Services.
- Become knowledgeable in proper setup, operation and strike of all current audio/visual equipment, systems and technology.
- Facilitate the daily activities listed on Media Service Calendar of events.
- Maintain the cleanliness of the Media Services office, classrooms, and equipment storage areas.
- Help facilitate daily/weekly/monthly updates and required maintenance of equipment and software.
- Complete tasks on morning/evening loops and inventory logs including, but not limited to, replenishing supplies, maintaining classroom cleanliness, equipment removal/maintenance, and powering up/down classroom and office equipment.
- Become familiar with both PC and Mac display and audio properties settings, and interface with projector/monitor displays, and audio systems.
- Become familiar with the overall Technical Solutions (IT) department mission, services, staff and functions.
- Cross-train with computer lab student staff and be willing to assist as needed with general printing, scanning, copying, wi-fi and computing questions.
- Complete comprehensive training of necessary skills associated with the above duties.
- Attend any required staff meetings or training sessions.

Experience Required:

- Must be a currently registered UC Berkeley student
- Mature, responsible, reliable, and able to follow detailed instructions
- Must have technical aptitude and excellent customer service attitude

Knowledge, Skills and Abilities:

- Strong office-related skills including, but not limited to, answering phones, order/message taking, email correspondence, calendar and time management.
- Capable of working well in a team and independently.
- Ability to communicate comfortably with and assist Haas students, staff and faculty with educational technology needs.
- Previous customer service experience a plus.