



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 02/18
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Event Support Specialist

JOB SUMMARY

Provides high-level of technical support to the entire University for event audio/visual technology systems and services, via phone, remote computer access and in person. The position is responsible for designing and/overseeing audio visual (AV) events. The Event Support Specialist troubleshoots and resolves AV problems; creates, tests, and edits presentations and other multi-format material. The AV Specialist will setup, test, operate, and calibrate AV equipment for live events, meetings and recordings. Work is performed under the supervision of the Manager/Supervisor and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Director of Operations for Conference Services

Supervises: May supervise student assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Required to work a flexible schedule, including nights, weekends and holidays.
- Schedules and sets-up audio/visual for academic and non-academic events.
- Serves as technician for designated academic and non-academic events with a high level of customer service.
- Assists in planning layout and coordination for audio and video requirements.
- Consults on use of lighting and sound for recording requests.
- Maintains responsible use of hardware, software, network, peripheral equipment, tools and test equipment.
- Maintains and troubleshoots audio visual equipment.
- Operates lighting, sound, camera, video recorder, and accessories.
- Maintains equipment inventory for audio visual events.

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- Receives and responds to incoming calls, pages, and/or e-mails regarding event audio/visual problems.
- Provides informal hands-on training to users on the use of audio/visual equipment.
- Develops and maintains current technical documentation and on-line help files for equipment use and training.
- Provides a high-level of expertise and technical support to the entire University on event audio/visual technology systems and services.
- Provides training to faculty, staff and/or students in a formal classroom environment and/or event space.
- Installs and services TWU supported hardware and/or digital devices associated with specific University initiatives.
- Assists other teams within the Office of Technology.
- Adheres to procedures and policies to ensure the security and integrity of systems/networks.
- Assists in the implementation of institutionally appropriate and effective disaster recovery plans.

ADDITIONAL DUTIES

- Assists other teams within the Office of Technology.
- Assists other teams within the Division of Student Life.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. CTS, HDI certifications preferred.

EXPERIENCE

Two years experience required. Background in event audio/visual support preferred, some college/technical short courses/seminars relating to audio/visual technology preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Knowledge of using and maintaining audio, video and lighting equipment including, but not limited to, video cameras, audio mixers, video switchers, projectors, projection screens, set design, and event lighting.

- Knowledge of the examination and intermediate analysis of audio/visual technology systems.
- Knowledge of both theoretical and practical aspects of an analytical, technical or professional discipline.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Knowledge of business principles and business and industry-specific terminology.

Skills:

- Skills in digital and analog audio mixers.
- Wireless microphone systems.
- Data projectors
- Webstreaming
- Account Management
- Input and output
- Installation of applications

Abilities:

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Effective interpersonal skills and relationship-building skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Ability to use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.