Technical Services Technician

POSITION DESCRIPTION
A Norris Technical Services (NTS) Technician is responsible for the setup, operation and maintenance of all audio-visual equipment in the Norris university Center. The position entails a large amount of responsibility and customer service on the part of the technician as they are frequently the only member of the staff working an event. While a technician is expected to hold a large amount of knowledge on the equipment they work with, most are trained starting on staff with little to no knowledge at all on the subject.

HUMAN RESOURCES DETAILS

- **Shifts:** 5-15 hours/week • Mornings, evenings, and weekends available
- **Starting Wage:** $8.30/hour (in-house) • $9.05/hr (off-site)
- **Reports To:** Technical Services Student Manager, Production Supervisors, Technical Services Manager

ESSENTIAL FUNCTIONS

The Technical Services Technicians report to the Tech Student Staff Manager (TSSM), the Production Supervisors, and the Technical Services Manager. The technician’s primary duty beyond the successful operation of equipment is exceptional customer service wherein they ensure the customer is fully satisfied with the setup in everyway possible. Additionally, as the technician is frequently the only Norris staff member with regular contact with the client, they are expected to assist in locating and communicating customer needs to other members of the Norris staff.

Beyond working the shift(s) they sign up for, technicians are expected to attend quarterly meetings held by the TSSM. The weekly staff meeting serves as a forum for communication both from Norris administration to them as well as from them to Norris administration as well as weekly scheduling and training sessions.

When a technician is new to NTS staff they will be trained by their fellow staff members via shadowing events and shifts. Once they have been properly trained, they in turn will train other new staff members in the same fashion.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Must be willing to learn
- Must be able to lift up to 45lbs
- Must have clear hearing either naturally or via a listening device (i.e. hearing aid)
- Must have an earnest interest in cultivating high levels of responsibility and leadership qualities
- Ability to work efficiently and thoroughly both independently and in teams
- Previous work experience at Norris Center is strongly preferred but not required
- Previous experience (work, academic, or extracurricular) with events preferred but not required
- Previous experience (work, academic, or extracurricular) with audio/visual equipment preferred but not required
- Work-Study eligibility is strongly preferred, but not required
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

Customer Interaction
- Always greets customers prior to event start and explains operation of equipment as necessary
- Informs customer on best way to contact them in the event of a malfunction or need for general assistance
- Is generally cordial and friendly with customer

Presentation
- Complies with dress code and wears nametag
- Does not show frustration in front of customer, maintains calm appearance

Customer Satisfaction
- Always addresses customer requests by efficiently fulfilling their request, communicating their request to the necessary personnel or calmly and plainly explaining and apologizing to the customer why they will be unable to fulfill their request
- Addresses any customer complaints with earnest and apologetic response as well as recommending they talk to staff manager for any further communication

RESPONSIBILITY

Attendance
- Arrives on time for shifts, events and meetings
- Notifies a superior within a reasonable time frame when they will be late or absent

Accuracy
- Is efficient in event setups; notifies superior when setup in allotted time is improbable
- Notifies superior when and how equipment malfunctions

Accountability
- Is capable of making appropriate decisions without checking with superior
- Accepts any repercussions for possible bad decision and learns from mistake

Job Knowledge
- Is aware of job policies
- Has shown interest and progress in learning operation of NTS inventory
- Asks questions when he/she doesn’t know how to operate/troubleshoot equipment

TEAMWORK

Communication
- Communicates effectively, respectfully and appropriately with NTS staff members, superiors, and other Norris staff members

Group Participation
- Attends weekly meetings and contributes to dialogue appropriately
- Is respectful of other’s opinions

Collegiality
- Is respectful of other’s beliefs, cultures and values
- Is able to work effectively with different cultural backgrounds both on staff and with customers

LEADERSHIP

Creativity
- Is capable of challenging existing policies and procedures to improve quality of service
- Is capable of debating suggested changes in policies and procedures respectfully
- Can envision opportunities for improvement despite current situation

Goal Orientation
- Demonstrates an interest in moving toward a final outcome
- Demonstrates an interest in general improvement of staff operation

Collaboration
- Is able to relinquish leadership role to allow others to act independently or inspire other staff members
- Is comfortable encouraging staff members at odds to calmly work together to a final goal

Clarification of Values
- Is able to respectfully disagree with others opinions while staying true to their own
- Is capable of challenging authority respectfully and when necessary

Encouragement
- Encourages others on staff to take on leadership poles
o Helps staff members move past mistakes and see poor situations as learning opportunities

**AUTONOMY**

- **Enforcement of Policies**
  - o Is aware of and in-line with all basic staff, Norris and University policies

- **Initiative**
  - o Shows proactive over reactive attitude to potential problems or issues
  - o Is aware of personal schedule and potential conflicts, can aptly foresee issues
  - o Is capable of performing work functions with little to no supervision (following training period)

- **Decision Making**
  - o Is capable of making exceptions to policies and procedures when necessary/preferable to end result
  - o Is able to use his/her own skills and talents to best suit each individual task
  - o Is capable of making tough decision quickly when the situation requires it

- **Problem Solving**
  - o Is aware of how to attack problems professionally and in accordance with Norris policies
  - o Is capable of efficiently solving problems while maintaining exceptional customer service and respect for one’s peers

**ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS**

- **Time Management**
  - o Is able to effectively foresee personal/work schedule conflicts
  - o Is able to get all assigned tasks done during shift that they are assigned
  - o Is aware of event start times for setups when working shifts

- **Staff Training**
  - o Is capable of treating new staff members as equals when training
  - o Is able to admit when they don’t have answer for trainee’s question and either find the answer themselves or point trainee in right direction to find answer
  - o Is regularly keeping up with changes in equipment operation to keep personal operation as well as training abilities sharp

- **Reporting**
  - o Writes thorough event reports following each event
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  - o Is communicative regarding missing/malfunctioning equipment in a timely fashion
  - o Understands when calling area manager/supervisors on personal phone to report malfunctions is proper