Invites applications for the following position(s):

COMPETITION NUMBER: 428

C.U.P.E. Local 3338 – Temporary Positions
TECHNICIAN, GRADE 5
CLIENT SERVICES
POSITION NUMBER: 118190

POSITION OUTLINE:
Provides support and assistance to clients (students, faculty and staff) of IT Services as well as external customers in audio visual technologies, minor hardware and software issues and network connectivity. Provides support in ensuring the timely setup, operation and tear down of classrooms and events according to the client’s requests while ensuring quality customer service and professionalism. Responsible for logging, prioritizing, documenting and actively resolving incidents and client requests for service, as well as proper management and quality control of audio visual inventory. Performs other duties and responsibilities consistent with the job description and classification on request. Please note: There are up to 10 positions available with variable shifts, Monday through Sunday. Must be available to work 7.0 hours shifts with staggered start times between 7:00am and 11:00pm.

QUALIFICATIONS:

- **High school graduation and general courses or training of moderate duration (one semester or equivalent) in audio-visual technology.
- **1 year of related experience.
- Ability to perform setup, operation and troubleshooting of basic audio visual equipment.
- Good knowledge in the setup and operation of video control & projection systems, video playback and recording, video conferencing technologies, and video signal flow.
- Good knowledge in the setup and operation of microphones (wired and wireless), analog mixing boards, basic PA setup, and audio signal management.
- Good knowledge in troubleshooting computers, software, mobile devices, networks and operating systems (e.g., Windows, OS X, iOS and Android etc.).
- Good knowledge of common software applications for web browsing, office productivity, presentations, communications and anti-virus.
- Excellent customer service skills.
- Ability to perform minor repairs using common hand tools (e.g., screwdriver).
- Ability to multi-task, work independently and meet deadlines.
- Ability to exercise mature judgment and initiative.
- Ability to work as a member on a team.
- Good interpersonal, problem-solving and organizational skills.
- Excellent oral and written communication skills.
- Ability to follow oral and written instructions accurately.
- Ability to lift up to 25 kg.
- Ability to work shifts including early mornings, afternoon, evenings and weekends.
- Ability to work additional hours and overtime as required.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

HOURLY SALARY: $19.77
START DATE: August 29, 2016
POSITION END DATE: December 23, 2016

A detailed resume and cover letter quoting Competition #428 must be received in our office by 4:30 pm on August 4, 2016, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html. We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment. A more detailed job description may be obtained at www.sfu.ca/jobpostings.