Invites applications for the following position(s):

**COMPETITION NUMBER: 443**

C.U.P.E. Local 3338 – Temporary Position

TECHNICIAN, GRADE 7

IT SERVICES – AUDIO VISUAL

**POSITION NUMBER: 118960**

**POSITION OUTLINE:**
Processes work orders and other requests for equipment, materials, audio/video recording, and other services; coordinates audio-visual and computing service requirements for instruction and special events; and provides equipment delivery, installation, operation, and retrieval services. Assists members of the campus community with technical issues in a helpdesk environment by solving issues or triaging them when appropriate. Troubleshoots and maintains audio-visual and computing systems in theatres, classrooms, labs, and other areas on campus. Performs other duties and responsibilities consistent with the job description and classification on request.

**QUALIFICATIONS:**
- **High school graduation and one year of post-secondary education in computing and/or audio-visual technology.**
- **2 years of related experience.**
- Good knowledge of computers, operating systems (Windows/OSX/Linux), and peripheral equipment.
- Good knowledge of common software applications for web browsing, office productivity, email, and anti-virus.
- Excellent time management and organizational skills.
- Excellent communication (oral and written) skills.
- Excellent interpersonal and customer service skills.
- Ability to resolve routine software problems.
- Ability to diagnose, troubleshoot, and perform repairs of audio-visual equipment and computer systems hardware (i.e., broken lamp replacement, replacing microphone components, etc.).
- Ability to operate and perform setup of audio-visual equipment (e.g., videoconferencing, digital recording, audio and video recording and playback systems, projectors, microphones and public address systems).
- Ability to follow written and verbal instructions accurately.
- Ability to train, assign, and check the work of other positions.
- Ability to exercise mature judgment and to work on own initiative.
- Ability to work effectively as a member of a team.
- Ability to lift and/or carry items weighing up to 25 kg.
- Ability to stand, walk, climb, and crouch for extended periods of time.
- Ability to work flexible hours, including early mornings, evenings and weekends on short notice.
- Ability to climb ladders at heights of up to 15 feet.
- **Equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**HOURLY SALARY:** $22.84
**START DATE:** ASAP
**POSITION END DATE:** May 28, 2018

A detailed resume and cover letter quoting Competition #443 must be received in our office by 4:30 pm on July 26, 2017, 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