Invites applications for the following position(s):

COMPETITION NUMBER: 671

Administrative and Professional Staff (APSA)
Temporary Position
AV COORDINATOR, SFU’S BIG DATA HUB, GRADE 7
IT SERVICES – AV SERVICES
POSITION NUMBER: 122505

POSITION OUTLINE:
The AV Coordinator is the principal contact and technical advisor for all audio-visual (AV) arrangements and services at SFU’s Big Data Hub. The AV Coordinator oversees and coordinates AV services and technical staff; provides technical consultation, advice and guidance to clients; provides oversight in the technical troubleshooting of AV and video-conferencing hardware and software; coordinates the resolution of malfunctions and operational problems; and supervises technical support staff. As a member of the event team, the Coordinator performs a critical role in the successful delivery of events that enhance the visibility and reputation of the Hub and KEY, SFU’s Big Data Initiative.

QUALIFICATIONS:
- Two year diploma in Audio-Visual Technology, or a related technical discipline, and two years of related experience providing AV technology support for integrated hardware and high profile events, or an equivalent combination of education, training, and experience.
- Excellent knowledge of audience engagement requirements on a wide range of events with a good knowledge of industry practice.
- Excellent knowledge of collaboration, broadcasting and recording technologies, and associated best practices.
- Excellent knowledge of new media software applications (e.g., Final Cut Pro, Adobe Creative Suite etc.).
- Excellent technical knowledge of audio and video switching, audio and video signal flows, supporting video conferencing hardware and software such as BlueJeans, Skype, and H323 video conferencing in a client-focused environment and live streaming technology.
- Good knowledge of university policies and procedures.
- Good knowledge of, and ability to interpret and apply media/copyright law and related industry codes of conduct.
- Excellent customer service skills with the ability to build and maintain positive relationships with clients and suppliers, both internal and external to the university.
- Excellent problem-solving, conflict resolution, interpersonal and communication skills (verbal, written, and presentation).
- Excellent organizational, planning, and project coordination skills.
- Excellent time management skills, including the ability to schedule and manage the AV requirements of multiple events concurrently.
- Excellent supervisory skills.
- Excellent attention to detail.
- Ability to identify, assess, and understand client needs and offer corresponding AV solutions.
- Ability to provide advice and guidance to clients, including the ability to communicate complex and/or technical issues to non-specialists.
- Ability to exercise a high level of diplomacy, tact, confidentiality, and discretion in both internal/external client and stakeholder interactions.
- Ability to work independently and as part of a team, in a fast-paced environment and meet firm deadlines.
- Proficient in the use administrative, project management, database, and event bookings systems.
- Proficient in the use of word processing, spreadsheet, presentation, and collaboration applications (e.g., Word, Excel, PowerPoint, Slack etc.).
SALARY RANGE: $54,900 to $65,561 per annum
START DATE: ASAP
POSITION END DATE: For two years

A detailed resume and cover letter quoting Competition #671 must be received in our office by 4:30 pm on November 27, 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