JOB DESCRIPTION – AV TECHNICIAN
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
Posting Date: 6.25.21

BACKGROUND

The AV Technician position is responsible for operating the venue’s audio/visual equipment for event clients of the McNamara Alumni Center located on the University of Minnesota Twin Cities campus. This position is part of a 16-member team that manages this award-winning office building and busy event center. All are employees of University Gateway Corporation (UGC), a unique partnership of the University of Minnesota Foundation and University of Minnesota Alumni Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provide Audio-Visual Services for Events (approximately 700 annually occur at McNamara):

- Serve as the primary onsite AV technician for all 10 rooms in the conference center and the 2nd floor Discovery Nexus spaces.
- Provide AV services for events held in early mornings, evenings, and weekends as needed, based on event schedule.
- Prior to client arrival, set-up McNamara’s AV components and perform sound and visual checks.
- During events, manage and operate the mixer, microphones, computers, basic lighting and background music.
- Work with MAC event coordinators, and a variety of venue vendors and partners including: client hired event producers, emcees, videographers, sound and light teams, and U of MN OIT department to fulfill client’s AV programming.
- Abide by McNamara’s operations policies and procedures that ensure McNamara’s brand of superior customer service is being met.

Work with MAC Sales and Operations Teams to Coordinate Clients’ AV Needs:

- Consult with the sales team on proposals for large scale conferences.
- By invitation from a coordinator, attend client meetings or contact clients to gather AV needs and coordinate any AV equipment rental during the coordination process.
- Attend weekly stencil meetings with teammates to discuss upcoming events.
- Post-event, process charges into EMS booking software. Review post-event reports and follow-up with AV components.

**Assist in Maintenance and Management of AV Equipment and Budget:**

- With approval from or direction by the event manager, clean, repair, install and maintain AV equipment including screens, projectors, cables, speakers, microphones, mixers, etc.
- Keep inventory and ensure all equipment is regularly tested and maintained with specific routines as needed.
- Stay on top of the latest technology trends and models.
- Create an AV budget each spring including capital projects/purchases.
- As needed, purchase new equipment; procure bids and select vendors; train teammates on equipment.
- Manage inventory and maintain company assets to stay within budget and prolong life of company resources.
- Procure services from the University’s OIT department and Classroom Technical Services when necessary.

**QUALIFICATIONS**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and EXPERIENCE**
Required: Degree from a 2- or 4-year college with 2 years of hands on audio/visual experience
Preferred: 4+ years of hands on audio/visual experience in a designated AV support specialist role for events. Experience filming and operating live stream events.

**FLEXIBLE SCHEDULE**
The event office is open Monday through Friday 8:30-5:00 but flexibility is required by the team to staff events. This position will require some early mornings, late evenings and occasional evenings and weekends depending on the event schedule. Fall and spring seasons may require overtime hours. Other contracted AV technicians may provide backup.

**OTHER INFORMATION**
With guidance from the event manager, we are open to expanding the AV technician staffing model to include University of Minnesota students. This would involve identifying the parameters for which student AV technicians would work and creating an extensive training
program that maintains McNamara’s superior level of service standards for events. Potential future responsibilities for this position include hiring, training, supervision and scheduling.

OTHER SKILLS and ABILITIES
Required Skills:

- **Computer knowledge** – passion for new product trends and skill in working with various computer technology.
- Experience facilitating and/or executing **virtual streaming events**.
- **Excellent communication** – able to translate complex technical concepts into “layman’s terms” when working with clients and MAC staff
- **Troubleshooting** – calm under pressure, swiftly addresses AV problems
- **Organization** – keeps a tidy work area including cords taped safely and out of sight during events
- **Physical fitness** – lifting 50 to 80 pounds, standing, walking, climbing ladders, and navigating tight spaces
- **Teamwork** – Take initiative and work autonomously but able to take direction from teammates
- **Superior customer service** – anticipates clients’ needs or questions and executes superbly

Preferred Skills:

- Knowledge and previous use of EMS and Social Tables software.
- Experience performing maintenance, troubleshooting, and repair of AV systems, specifically at an event center.

PAY
Commensurate with experience + parking + generous University Gateway Corporation benefits package

TO APPLY
A resume is required. A cover letter including 3 professional references are desired. Please email: Andrew Spear, Event Manager spear254@umn.edu.