

Job Description

JOB TITLE:	Presentation Technologies–Bookings and Support	DATE:	November 1, 2016
REPORTS TO:	Manager Presentation Technologies		
JOBS REPORTING:	N/A		
LOCATION:	Main campus		
GRADE:	USG 5		
DEPARTMENT:	IST-ITMS		

PRIMARY PURPOSE: This position is responsible for providing media presentation equipment to assist the campus community with their needs for academic purposes, university events, conferences and other applications. This includes, but is not limited to, processing equipment/operator booking requests as per established procedures. Provides walk-in customers with general guidance on how to use the equipment and works as part of the Presentation Technologies team to enable a safe and effective operation of the stores facility.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of “what the job does not the “how”.

1.	<p>Client service</p> <ul style="list-style-type: none"> - Serves as the front desk clerk and performs bookings based on equipment requests - Maintains an open stores room for pickup, handouts and returns of booked or emergency need equipment for classroom, event or research requirements in accordance with the established procedures - Provides equipment and guidance on equipment usage to walk in customers requiring over the counter equipment - Coordinates activities with the event specialist(s) in order to provide outstanding customer service and ensure the event equipment needs are met - When appropriate, assists borrowing (walk-in) customers in the general use of the equipment, presents and explains the main features, explains how it is used safely both from the user and equipment perspective - Performs other job related duties as necessary and assigned.
2.	<p>Operations</p> <ul style="list-style-type: none"> - Processes equipment orders as per the established procedures - Schedules daily movement of equipment for delivery /pick-up - Responsible for receiving, inspecting and preparing equipment for delivery/pick-up - Ensures all documentation is prepared and included with shipments - Ensures that the equipment is kept in good condition and arrange for repair or replacement as necessary - Maintains accurate and current records of equipment transactions, identification and location - Responsible for safety and security of stores facilities. Is required to obtain knowledge of and comply with safety policies applicable to the workplace. - Performs other duties as assigned by the Presentation Technologies Manager - Provides in store guidance to walk-in customers on how to operate the (requested) loan equipment - Last minute requests may require that the booking clerk move equipment to the event site - By request performs compilation of statistical data regarding equipment usage. - Searching for missing equipment requires the booking clerck to physically check possible locations and storage areas around campus - Performs operator bookings as requested by the event coordinator and/or other appointed Presentation technologies/ITMS staff members. - Prepares quotations/ invoicing ??? (for over the counter eq.)
3.	<p>Technical</p> <ul style="list-style-type: none"> - Advise walk in customers on use and appropriateness of equipment or parts. - Performs equipment visual inspection and functional testing to ensure it is in safe and good working order - Performs basic maintenance (cleaning, filter cleaning, other basic maintenance tasks)

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	<ul style="list-style-type: none"> - Schedule defective equipment for repair or when due for complex maintenance (firmware upgrades, OS upgrades, driver upgrades, etc). - Prepare user documentation explaining key features of the equipment (where appropriate) - Continues to acquire knowledge and develop skills as required in response to changes in the industry
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POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?

Education: Relevant technical education and/ or demonstrable experience in the use of presentation technology equipment and av signals is required. Industry certifications are a significant asset. Valid provincial drivers license required.

Experience: Hands-on experience (intermediate level) with the following, but not limited to: powered and passive speakers; mixing consoles; wireless and wired microphones; data projectors; projection screens; signal types and general characteristics; video switching; lighting boards; basic electrical knowledge; basic knowledge of rigging; ability to read and interpret schematic and technical drawings. Experience in equipment scheduling and booking.

Technical: General knowledge of audiovisual, projection, computers and associated presentation technology equipment

MS Word	Excel	PowerPoint	Other
proficient	proficient	proficient	Click here to enter text.

NATURE AND SCOPE:

- **Interpersonal Skills:** Effective interpersonal skills to interact with all levels of Waterloo employees. Ability to work both independently and in a group setting. Ability to obtain, clarify and discuss information with technical and non-technical persons. Must be able to work with minimal supervision and be adaptable to change.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides technical advice to others. (coordinates the activity of a co-op student)
- **Decision-Making Authority:** As Stores technical support/bookings the incumbent is responsible for booking equipment as per the established procedures (web requests, mail, walk-in customers, etc.), advise customers on equipment availability, advise customers on applicable policies/ procedures and works collaboratively as part of the ITMS Presentation Technology group.
- **Physical and Sensory Demands:** Must be able to lift and carry heavy supplies and equipment (up to 50 lbs), ability to move regularly across campus to deliver and install equipment. Able to work on raised platforms. Requires exertion of physical or sensory effort resulting in moderate fatigue, strain.
- **Working Environment:** Campus based, mix of frontdesk and across campus. Occasional travel required. Must be able to work flexible hours, including some weekends.