

The Technical Services Lead Employee(s) are members of the Lane University Center team and are appointed on an at-will basis.

Duties and Responsibilities:

OPERATIONAL RESPONSIBILITIES

- Supervisory position acting as a technical liaison for the Lane University Center and Frostburg State University when supporting events with technical needs.
- Supervises Student Technicians during their shift. Advises the Director, Assistant Director, and Technical Services Coordinator to any issues regarding equipment, events, or clients.
- Organizes event setups with the help of the Technical Services Coordinator and/or a Technical Services Student Manager.
- Demonstrates a working knowledge of the Technical Services operation and technical equipment utilized by the operation.
- Communicates, assists, and works with event managers, clients, and persons using the Lane University Center facilities to ensure customer satisfaction.
- Supervises and directs the setup of risk management equipment including metal detectors, laptops, ID scanners and all coat check equipment.
- In conjunction with building managers and professional staff, ensure the security and welfare of the building at all times.
- Follow proper procedures for locking and securing the Lane University Center building and/or event venue(s) at the conclusion of events.
- Ensure proper care of Audio/Visual equipment. Responsible for cleaning, organizing, inventorying and maintaining storage areas.
- Enforce Lane University Center policies, procedures, guidelines and enforce rules and regulations.
- Attend regularly scheduled Tech Manager and Tech meetings.
- Inspects and evaluates technical operations with goals of system efficiency and proper employee appearance, attitude, and performance.
- Assists with employee orientation and training.
- May be required to work during University breaks and holidays.

EDUCATIONAL REQUIREMENTS

Must be a mature Frostburg State University student in good academic standing. A 2.75 Cumulative Grade Point Average is required. Must have the ability to organize, direct, supervise activities and operations within the Lane University Center Technical Services Area. Previous experience in customer service, event supervision, lighting and/or sound operation, and student leadership is preferred.

Must have high energy level and strong communication and organizational skills to succeed.

Must possess relevant skills, and have the ability to use computers and software programs including, but not limited to, Microsoft Word and Excel, as well as electronic mail systems (e-mail).

DIFFICULTY

Complexity: The supervisor's position inherently brings with it varied decisions. Because of the thousands of events that take place in the Lane University Center, Student Leads are expected to discern deviations from standard policies and procedures to further the goals of the Lane University Center.

Scope and Effect: Successful efforts of the Technical Services Lead employees lead to the coordinated, efficient and meaningful service the Lane University Center provides. Their job affects both patron services and facility atmosphere.

RESPONSIBILITY

Supervisory Controls: Duties assigned by the Director, Assistant Director, Technical Services Coordinator, Event Management Coordinator, and/or Assistant Vice President for Student Affairs.

Guidelines: Recommends to Director and Technical Services Coordinator short-term areas of concern, and suggests appropriate courses of action. Must maintain open channels of communications between Director, Technical Services Coordinator, other Technical Services Student Managers, Technical Services Student Employees, as well as all staff employed by the Lane University Center.

ENVIRONMENTAL DEMANDS

Physical Requirements: Technical Services Lead employees must do a great deal of walking. They are on their feet during the majority of the shift. They must have enough stamina to endure this on a regular basis. Frequently, they must lift, setup, and carry a variety of heavy equipment.

Work Environment: The work environment is safe, pleasant and comfortable.