

Alerus Center
Grand Forks, North Dakota
Job Description

Job Title: Technical Supervisor
Department: Alerus Center
Reports To: Operations Manager and Finance Manager
FLSA Status: Exempt
Prepared Date: September 2013

SUMMARY

Manages and coordinates the activities of workers engaged in audio/visual and information systems. Oversee events, during times, are executed in a professional and safe manner. This role also oversees event services as necessary.

The person in the position of Technical Supervisor must possess and demonstrate the following values:

- **Customer Focus:** Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
- **Integrity and Trust:** Is dedicated to consistently sharing information; fostering open and clear discussions; establishing and communicating expectations, standards and rules and takes responsibility for our work and actions
- **Respect and Communication:** Consistently exhibits courteous, respectful, non-defensive and appropriate communication; presents information in a concise and understandable format; understands and values the roles and responsibilities of co-workers; works collaboratively with others to achieve objectives; adheres to organizational policies and procedures;
- **Teamwork and Appreciation:** Is flexible and supports the diverse personal and professional needs of fellow co-workers; celebrates personal and organization achievements; welcomes differences of opinion and accepts decisions reached; works cooperatively with others in accomplishment of joint tasks; and contributes to a positive work environment through fostering collaboration and providing tangible contributions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential responsibilities and duties may include, but are not limited to the following:

1. Monitor and maintain IT database, documenting, reviewing and recommending changes to IT operations.
2. Screen and monitor IT issues - assessing tasks and levels of priority; trouble shoot computer problems.
3. Respond to and resolve complaints and requests for information on regulations, procedures, systems and precedents relating to IT function.
4. Resolve midrange and computer operating system problems.
5. Resolve minor software problems dealing with Alerus Center standard software products.
6. Maintain documentation describing commonly occurring problems and steps taken to resolve them.
7. Assume responsibility for Alerus Center specific system operations (currently Windows, Microsoft Office 2010, Workforce ROI, Concentrics, Ruckus Wireless), processing and monitoring; and to perform software application operations for Alerus Center departments.
8. Maintain department filing systems and records; develop and implement filing systems; modify systems, as appropriate.

9. Prepares budgets for labor, material, and services necessary for setup, operation, and tear down crews.
10. Monitors expenses and recommends proper operational supplies relating to IT and audio visual equipment.
11. Supervise semi-skilled and skilled workers engaged in setup, operation, and take down of event related equipment.
12. Sets up, operates, and maintains audio & video equipment and advanced technical equipment belonging to the facility or its clients.
13. Analyzes event information to meet users' equipment and service needs, may supervise setup, operation, and tear down crews.
14. Communicates with all crew personnel to assure strong employee morale.
15. Inspects and evaluates physical condition of facility and equipment to keep IT and AV equipment up to date and reports recommendations of updates to supervisor.
16. Establishes and executes preventive/predictive maintenance on all technical equipment and systems to insure proper working order and carries out repairs where needed.
17. Performs activities of workers supervised.

SUPERVISORY RESPONSIBILITIES

May directly supervise employees in the Operations Department. Carries out supervisory responsibilities in accordance with the Alerus Center policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS (Knowledge, Skills and Abilities)

Knowledge: Thorough knowledge of methods, practices, IT and audio visual equipment and machinery used in setups and teardowns. Ability to work a varied schedule under diverse conditions and according to sometimes-stringent time schedules. Knowledge of and ability to execute safety programs. Ability to work with minimal supervision, establishes priorities, and prepares budgets.

Skills: Communicate clearly and concisely, both orally and in writing; maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities; Maintain physical condition appropriate to the performance of assigned duties and responsibilities; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Abilities: Coordinate, organize and execute various projects; Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and projects; Lead and participate in Alerus Center goals, objectives and procedures; Prioritize, organize and perform work independently and under pressure; Effectively plan, coordinate, organize, schedule and prioritize division activities, functions and assignments; Interpret and explain Alerus Center policies and procedures; Allocate limited resources in a cost-effective manner; Establish and maintain effective working relationships with those contacted in the course of work. Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Thorough knowledge of methods, practices, IT and audio visual equipment and machinery used in setups and teardowns and of general public facility maintenance procedures. Previous experience in a similar arena facility.

Training: Associate Degree or three year related experience and/or training; or equivalent combination of education and experience.

License or Certificate

Applicant must possess current, valid driver's license

WORKING CONDITIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds with assistance.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to wet and/or humid conditions and high, precarious places. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

Must be able to work flexible hours including evenings, weekends and holidays.