Position Summary:

Under the direction of the Manager, Events, Filming and Classroom Experience, the incumbent is responsible for video recording lectures as they are presented (the videography work), and capturing, compressing and posting lectures (the web-posting work), or both. The incumbent will be provided training in their areas of responsibility, and their training will count as worked hours. In addition to this, the incumbent will provide in-room audiovisual support to the instructor when needed.

Responsibilities

- Filming UTSC courses and uploading them online for WebOption service.
- Performing first level classroom support; instructing faculty and staff on the operation of classroom podiums, assisting with audio-visual controls as needed.
- Check for proper operation of equipment in classrooms and meeting rooms
- Analyze and resolves computing issues in classrooms referring more complex issues to the IITS Service Desk

Qualifications:

- Familiarity with camera and AV equipment considered an asset
- Customer service skills with strong commitment to high quality service
- Ability to communicate effectively and patiently with both naïve and sophisticated users in person, by phone and by e-mail
- Manual dexterity to service and operate equipment
- Ability to work well independently without close supervision
- Basic familiarity of desktop and mobile operating systems.
- Demonstrates initiative and ability to develop technical competencies
- Able to work independently
- Strong organizational skills
- Energetic, enthusiastic attitude
- Team oriented, able to get along with peers
- Flexible: must be able to adapt quickly in a constantly changing environment
- Time Management: this position will require simultaneous action on many tasks, many of which will demand timely completion

Please submit Résumé and Cover Letter (optional) by email to:

Blake Markle
Manager, Events, Filming and Classroom Experience
Information and Instructional Technology Services
University of Toronto Scarborough
AC200
Email: blake.markle@utoronto.ca

This is a casual position governed by the United Steel Workers of America Local 1998 Casual Staff Collective Agreement.