

## **Job Type**

UBC Vancouver Work Learn Program

## **Number of Openings**

7

## **Job Description**

AV Helpdesk Assistants is part of the UBC Learning Spaces Team (<https://learningspaces.ubc.ca/about-learning-spaces-team>). The position is responsible for ensuring audio visual inquiries via phone calls, e-mail and walk-in are responded to and supported in a timely manner. This includes, but not be limited to, providing information on AV services, troubleshooting basic AV issues, administrating Zoom accounts, and scheduling Panopto recordings. Service requests and calls to the AV Help Desk are to be recorded and tracked in the incident management system. Helpdesk Assistants often must perform basic troubleshooting steps over the phone or in-person and ensure all user and technical information is recorded in the ticketing system. In addition, the Help Desk Assistance contributes to the creation and maintenance of the AV how-to documentation and knowledgebase.

Since September 2021, returning to campus teaching and learning has been a focus in General Teaching Space (GTS) classrooms. Up to 60% of GTS are now enhanced with recording and live streaming capabilities (<https://learningspaces.ubc.ca/recording-and-streaming-classrooms>). AV Helpdesk Assistants are part of the support team to ensure the successful daily operation of AV systems in classrooms, including recording and streaming features.. Helpdesk Assistants schedule recordings, help users with understanding the technology, as well as troubleshooting recording issues. Helpdesk Assistants are the front line support for service calls and tickets to the AV Help Desl and also have the opportunity to work alongside the AV technicians and analysts performing AV system diagnosis and maintenance when possible.

Helpdesk shifts are scheduled throughout the week based on availability. Daily weekday shifts are between 8AM to 4PM.

### **Duties:**

- Provide information on Learning Spaces, Recording Solutions and AV Services
- Assist users with audio visual inquiries relating to the usage of AV equipment in classrooms, Zoom features and usage, and recording and streaming technology
- Troubleshoot basic AV issues over the phone when possible
- Acurately obtain appropriate information from users in order to create service tickets for tracking and assigning to AV technicians and analysts.
- Properly and timely escalate AV issues to AV technicians and analysts with location information, description of AV issues, and troubleshooting steps taken

- Ability to listen to callers and accurately and calmly respond to and record relevant information
- Deploy, set up and retrieve drop-in recording kits to classrooms with no AV equipment
- Provide basic AV system support to users in classrooms by checking the power, connections, and signal channels
- Provide basic user support for mobile AV Zoom carts such as dialing meeting ID and passcode, adjusting video and audio features, and establishing content sharing
- Document AV operation process and procedures, maintain and update current AV help desk knowledgebase

### **Level of Supervision Provided:**

- Students report directly to the team lead at UBC IT Audio Visual Services
- Training, guidance and mentorship are provided by the team lead and manager

### **Complexity of Tasks:**

- Duties and tasks range from low to moderate complexity and require attention to details
- Professional attitude and accuracy on tasks are important as it directly impacts the teaching and learning community on campus
- Students are expected to work independently as well as in small groups to utilize analytical and critical thinking skills to solve issues

### **Qualifications**

#### **Education and Experience Level:**

- All levels of current undergraduate and graduate students, who are eligible for the Work Learn Program
- No previous relevant experience required, but an understanding of professional customer service is a must

### **Skills, Knowledge and Abilities:**

- Ability to follow and understand detailed instructions and checklists
- Must be able to lift and carry pieces of furniture or equipment weighing up to 25 pounds
- Must be available to work up to 10 hours per week between 8AM to 4PM
- Basic understanding of audio visual cables, connectors and AV components used in small and large teaching and learning spaces on campus
- Basic troubleshooting skills such as power cycle and signal input/output
- Ability to provide basic user support such as connecting to UBC Wi-Fi, installing software updates, and connecting a variety of portable devices to a external display
- A positive attitude
- A problem-solving mindset
- Attention to detail and ability to prioritize tasks
- Ability to work and communicate effectively in a team environment
- Initiative and motivation to work with minimal supervision

### **Faculty/VP**

VP Academic & Provost

## **UBC Department**

UBC IT, Audio Visual Services

### **Student Learning Components (UBC Vancouver Work Study/Work Learn program)**

The Learning Space Steward position provides students with an opportunity to be part of the university's Learning Spaces team (<https://learningspaces.ubc.ca/about-learning-spaces-team>) and UBC IT Audio Visual Services. This helps students develop professional communication and strategic thinking in a time-sensitive environment. The LSS often act as the first point of contact for room users. They interact directly with users in various capacities across campus, establish client relationships, and build a strong support model for the UBC Teaching Community.

The LSS position requires students to exercise many soft skills that are transferable to their future work. Students learn to commit to working responsibilities, learn to report to supervisors professionally, and interact with colleagues respectfully. The daily tasks require students to utilize practical time-management and troubleshooting skills. There are procedures and guidelines to be followed, but students are encouraged to innovate, to lead small projects that bring the team together, and to amplify coordination and leadership skills they may have or wish to develop.

Working with UBC IT Audio Visual Services, the LSS acquire a wide range of entry-level technical knowledge, such as videoconferencing technology, media capture technology, wireless projection system, network-based systems as well as in-room audio visual equipment. This work experience prepares students with AV technical skills for the media centric and virtual era. Students' future work and career may not be IT or audio visual related; however, being able to timely troubleshoot basic technical issues in a teaching or group meeting environment is universal. Together with their field of study and personal interests, it enables opportunities and inspires them to keep a technological mindset.

Learning Space Stewards provides students with a valuable and meaningful addition to their resumes, helping them to understand what working in an academic IT environment is like. The work performed directly impacts the success of classes and contributes to the positive experience of faculty, staff, visitors, and fellow students. The LSS position offers the first-hand experience of being part of a team helping to shape and support University services.

### **Hours Per Week**

10

### **Salary / Wage**

18.93

### **Preferred Degrees/Disciplines**

Applied Science/Engineering, Computer Science/IT, Science/Environment/Agriculture, Business Administration/Commerce/Management, Education/Teaching

**Additional Documents (preferred)**

Cover Letter, Class Schedule

**Anticipated Start Date**

September 1, 2022

**Experience Level**

Current Students in an Undergraduate Program, Current Students in a Masters Program, Current Students in a Phd Program

**ID**

954939

**Supervisor**

Gillian Hsu

**Organization Type**

UBC Faculty, Department, Unit or Student Group

**Contributions to University Community & Student Learning Components (UBC Vancouver Work Learn Program)**

**CONTRIBUTION TO UNIVERSITY COMMUNITY**

The AV Helpdesk Assistant position provides students with an opportunity to be part of the University's Learning Spaces team and UBC IT Audio Visual Services. This helps students develop professional communication and strategic thinking in a time-sensitive environment. The assistants often act as the first point of contact for AV services. They interact directly with users in various capacities across campus, establish client relationships, and build a strong support model for the UBC teaching and learning community.

The AV Helpdesk Assistant position requires students to exercise many soft skills that are transferable to their future work. Students learn to commit to working responsibilities, learn to report to supervisors professionally, and interact with colleagues respectfully. The daily tasks require students to utilize practical time-management and troubleshooting skills. There are procedures and guidelines to be followed, but students are encouraged to innovate, to lead small projects that bring the team together, and amplify coordination and leadership skills they may have or wish to develop.

Working with UBC IT Audio Visual Services, students acquire a wide range of entry-level technical knowledge, such as videoconferencing technology, media capture technology, wireless projection system, network-based systems as well as in-room audio visual equipment. This work experience prepares students with AV technical skills for the media centric and virtual era. Students' future work and career may not be IT or audio visual related; however, being able to timely troubleshoot basic technical issues in a teaching or group meeting environment is universal. Together with their field of study and personal interests, it enables opportunities and inspires them to keep a technological mindset.

AV Helpdesk Assistant provides students with a valuable and meaningful addition to their resumes, helping them to understand what working in an academic IT environment is like. The work performed directly impacts the success of classes and contributes to the positive experience of faculty, staff, visitors, and fellow students. This position offers the first-hand experience of being part of a team helping to shape and support University services.

## STUDENT LEARNING COMPONENTS

### Orientation and Training:

- Campus-wide walking tours with team lead during the first week of work to learn about 340 General Teaching Space classrooms on campus
- Orientation at AV office to introduce the AV Services team, work safety, payroll, tools, and procedures
- Team meeting every other week to update on team performance, known issues, and project status

### Feedback, Encouragement, and On-going Support:

- Students go through the interview process are encouraged to reach out for questions and feedback on the interview for future reference and personal growth
- Set SMART goals at the end of the first month (September) to personalize a learning roadmap for the position
- One-on-one meeting with team lead every two months to review the progress of the SMART goals and make adjustments if necessary
- Performance evaluation given at the end of work learn appointment to assess the achievement and have an opportunity for students to provide feedback on the program

### Mentorship and Networking Opportunity:

- Working directly with the Learning Spaces team gives students opportunities to shadow facilities planners, coordinators, technicians, analysts, team Leads, and managers for a wide range of professional aspects of working at a higher-education environment
- Interacting with fellow student staff, faculty, staff, and visitors provides networking

opportunities within and outside of their field of studies which enriches students learning experience at UBC

#### Skills and Workplace Competencies:

- Students will learn hands-on audio visual knowledge and be able to apply technical skills to their own digital endeavors
- Setting and communicating the expectation of the AV Helpdesk Assistant position gives students clear ideas of being successful at a workplace, which includes punctuality, timely response, and completion of tasks

#### Personal and Professional Growth:

- Being part of a student group working within an interactive support team at UBC is an opportunity to make personal and professional connections, learn from each other and thrive on the service the team provides at the university
- Giving an opportunity to mentor new students and develop leadership skills along the way

#### Academic Growth and Future Employment:

- Having the responsibility to work between classes forces students to manage the work-learn balance, and many find new takes on time management for their studies
- Students will be able to apply transferable skills such as teamwork, time-management, communication, adaptability, and critical thinking to be successful in their future employment

#### Reference

UBC IT - Audio Visual Services. "WL W22 AV Helpdesk Assistant." *UBC CareersOnline*, 1 Aug. 2022, <https://ubc-csm.symplicity.com/students/index.php?s=jobs&ss=jobs&mode=form&id=eac7c17f08b97441c524e4d72b30a1f7>

123 Example Crescent  
Vancouver, BC V8S9K8

August 8, 2022

Gillian Hsu  
Supervisor  
UBC IT, Audio Visual Services  
6356 Agriculture Rd  
Vancouver, BC V6T 1Z2

Dear Gillian,

Please see my attached resume in application for the AV Helpdesk Assistant position posted to UBC CareersOnline on August 1<sup>st</sup>, 2022. I am currently working towards my Bachelor of Computer Science degree and have previously completed a Bachelor of Science in Biology degree at UBC.

I am passionate about technology and have more than a year of experience in technology education roles. As a Special Education Assistant, I gained extensive experience helping a diverse client base learn digital literacy skills. I developed excellent communication, organization, and instructional abilities by working one-on-one with individuals to assess their needs, devise learning plans, and answer their questions. I displayed professionalism in all forms of communication and maintained a positive attitude throughout challenging situations.

As a Workshop Facilitator and Drop-in Program Assistant, I strengthened my ability to troubleshoot and solve problems. I worked effectively both individually and in groups to assist clients with their questions, which ranged from simple to complex. I also gained a strong familiarity with Zoom through the instructional videos I created in English and Punjabi.

Further, my experience as an Optometric Assistant developed my customer service skills. I learned how to effectively communicate with customers both over the phone and in-person. I also displayed an ability to learn new procedures quickly.

My work and volunteer experiences have helped me develop technical and interpersonal skills which are directly applicable to the position of AV Helpdesk Assistant. I am eager to continually develop my skills and would welcome any additional job-specific training.

I would greatly appreciate the opportunity to discuss my application with you further. I can be reached via e-mail ([dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com)) or by phone (778-123-4567) daily before 7PM.

Sincerely,



Harvey Dhaliwal

**Harvey Dhaliwal**  
123 Example Crescent  
Vancouver, BC V8S 9K8  
Phone: (778) 123-4567  
Email: [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com)

<b>Objective</b>	Providing outstanding technical support with opportunity for advancement
<b>Education</b>	<i>The University of British Columbia, Vancouver, BC</i>
2021-	Bachelor of Computer Science (BCS)
2015-2019	<i>The University of British Columbia, Vancouver, BC</i> Bachelor of Science in Biology with Distinction November 2019. A- cumulative average.
<b>Employment</b>	<i>Neil Squire Society, Burnaby, BC</i>
2020-2021	Special Education Assistant. Responsible for organizing and executing online digital literacy classes for individuals with disabilities across Canada, and coordinating classes between volunteers and clients. Extensive experience teaching accessibility software (Dragon, JAWS, ZoomText), Zoom, and Microsoft Office Suite.
2020-2021	<i>Burnaby Neighbourhood House, Burnaby, BC</i> Workshop Facilitator. Responsible for preparing and leading digital literacy workshops over Zoom for community groups. Utilized excellent communication, organization, and time management skills to teach topics such as Zoom and Microsoft Office.
2014-2015	<i>Image Optometry, Surrey, BC</i> Optometric Assistant. Responsible for helping answer customer questions, booking appointments, selling glasses, performing repairs and adjustments, and conducting pre-tests.
<b>Leadership</b>	<i>Volunteering</i> Computer Drop-in Program Assistant at Burnaby Neighbourhood House, 2020-2021. Helped participants of all ages and skill levels learn computer/smartphone basics and troubleshoot issues. Created informational YouTube videos on video conferencing software in English and Punjabi.
	<i>Activities</i> UBC Co-ed Bhangra Team (2 years) – performed at UBC Culture Shows. UBC Intramural Basketball – semi-finalist.
<b>References</b>	Available upon request.



**Subject:** Reference Letter Request  
**From:** [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com)  
**To:** [gordonw@neilsquire.ca](mailto:gordonw@neilsquire.ca)  
**Attachments:** Application\_Package.pdf

Dear Gordon,

I hope you are doing well.

I am in the process of applying for the position of AV Helpdesk Assistant at UBC IT and would greatly appreciate if you could write a reference letter for me. Please see the attachment for my application package which includes the job posting, resume, and cover letter.

I enjoyed my time at Neil Squire and learned many technical and interpersonal skills under your guidance. Your belief in my abilities allowed me to take on important responsibilities to provide clients with the highest level of service. I believe that the skills I developed, such as effective communication and organization, will be valuable for this position.

Thank you for taking the time to read my message. If you have any questions, please email me at [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com).

Kind regards,  
Harvey Dhaliwal

**Subject:** Reference Letter Request  
**From:** [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com)  
**To:** [literacy@burnabynh.ca](mailto:literacy@burnabynh.ca)  
**Attachments:** Application\_Package.pdf

Dear Rajeeta,

I hope you are doing well.

I am in the process of applying for the position of AV Helpdesk Assistant at UBC IT and would greatly appreciate if you could write a reference letter for me. Please see the attachment for my application package which includes the job posting, resume, and cover letter.

My time as a volunteer in the computer café in addition to my workshop experience has been extremely valuable in subsequent jobs and beyond. I was able to further my technical abilities using Zoom, in addition to building my problem-solving abilities and communication skills. It was also an honour to help individuals in the community build their digital literacy skills.

Thank you for taking the time to read my message. If you have any questions, please email me at [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com).

Kind regards,  
Harvey Dhaliwal

**Subject:** Reference Letter Request  
**From:** [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com)  
**To:** [mdhillon@imageoptometry.ca](mailto:mdhillon@imageoptometry.ca)  
**Attachments:** Application\_Package.pdf

Dear Dr. Dhillon,

I hope you are doing well.

I am in the process of applying for the position of AV Helpdesk Assistant at UBC IT and would greatly appreciate if you could write a reference letter for me. Please see the attachment for my application package which includes the job posting, resume, and cover letter.

One of the major qualifications required for this job is an understanding of professional customer service. I believe that in my time working at Image Optometry, I developed strong customer service skills while completing pre-tests, selling glasses, and answering customer questions. I am thankful for the comprehensive training that you coordinated for me when I started the job, as the skills I learned have proved valuable beyond the workplace.

Thank you for taking the time to read my message. If you have any questions, please email me at [dhaliwalharvey@gmail.com](mailto:dhaliwalharvey@gmail.com).

Kind regards,  
Harvey Dhaliwal