
ITS Customer Support Services

Audio Visual Services Technician Internship

Fall Term 2020

ABOUT

Central New Mexico Community College (CNM) is the largest college in New Mexico, serving over 24,000 students. CNM provides affordable higher education throughout Albuquerque and its surrounding areas, and is nationally accredited offering courses in a variety of subjects.

CNM's full service in-house ITS department is building a robust Customer Support team that will include multiple interns under the direction of the Customer Support Director and supported by the AVS Supervisor.

You will play an integral role in providing remote and face to face support to the entire CNM community, including: Staff, Faculty and Students.

WHO WE'RE LOOKING FOR

You'll be a great fit if you are a tech-savvy, self-starting, resourceful, entrepreneurial, endlessly curious, ambitious and creative individual with stellar interpersonal communication skills. You need to have effective time management and organizational skills, enjoy working within a team dynamic and embraces opportunities to learn and grow. You show up on time, pay attention to details, think on your feet, ask for help when you need it, and consistently demonstrate respect for others.

WHAT YOU'LL GET

As a CNM ITS Customer Support Intern you will get real hands-on experience working in a full-service Enterprise Class I.T. Department, assisting customers all over the college with their technology challenges and requests. You'll work with a tight knit team to develop invaluable skills to build a career in the I.T. field.

AVS Internship Job Description: Schedules, delivers, and operates audiovisual and sound reproducing equipment to provide or complement educational or public service programs of CNM.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Schedules and operates audio and video equipment for classrooms, auditorium or lecture hall. Plans and implements transfer of instructional technology to faculty, staff and administration. Positions, installs and connects equipment for media presentations.
- Coordinates operation of computer aided instruction and video conferencing.
- Maintains technical equipment and various sound and video systems. Makes minor adjustments and repairs to equipment and notifies maintenance personnel for major equipment malfunctions.

- Trains subordinates, faculty, staff, administration and others to use various types of audiovisual equipment.
- Performs other related duties of a similar nature and level as assigned.
- Employees are required to comply with safety regulations, procedures, protocols, OSHA standards, and wear personal protective gear if required.

MINIMUM QUALIFICATIONS

Education and Experience

High school diploma or GED

Entry Level, CNM or otherwise, Computational and AVS knowledge a plus

KNOWLEDGE, SKILLS, and ABILITIES

- Relate to and interact with a non-traditional and diverse student and employee population
- Work independently
- Effectively present information and respond to questions from students, faculty, staff, and visitors
- Define problems, collect data, establish facts, and draw valid conclusions
- Exercise good judgment and focus on detail as required by the job
- Use computer software and systems applicable to the position
- Follow oral and written instructions and procedures
- Meet schedules and deadlines of the work unit
- Communicate in English effectively orally and in writing
- Adapt to changes in work situations and priorities
- Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities