

The **Technical Operations Intern** is a position at the Lane University Center that incorporates various aspects of technical knowledge and project management into a structured co-curricular learning experience. In this internship, various tracks can be identified for exploration and development including, but not limited to sound/light production, software/hardware computing, student training and development, video production, event production, and other related tracts. Reporting to the Technical Services Coordinator of the Lane University Center, the TO Intern(s) will be responsible for the overall direction of their applicable tract's purpose and must work independently to ensure task and project completion.

Duties and Responsibilities (Technical Operation – Sound/Light Production tract):

Review and revise operational procedures for the Lane University Center Tech Crew. Analyze the LUC's student employment program as it relates to overall operations, proper equipment use, best practices, etc. Recommend to the Technical Services Coordinator adjustments as warranted. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in marketing, recruitment, selection, evaluation, retention, and various aspects of the technical operation.

Update and modify technical equipment including sound consoles, light consoles, speakers, light fixtures, equipment guides, manuals, and other related items to increase operational efficiency and employee use. Integrate any applicable software, programs, alternative equipment, or compatible products with existing equipment. Program scenes, shows, and cues for both lighting and sound equipment for various events as well as prepping equipment for the event.

Perform other duties as assigned by the Technical Services Coordinator.

Duties and Responsibilities (Technical Operation – Training and Development tract):

Review and revise operational procedures for the Lane University Center Tech Crew. Analyze the LUC's student employment program as it relates to overall operations, proper equipment use, best practices, etc. Recommend to the Technical Services Coordinator adjustments as warranted. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in marketing, recruitment, selection, evaluation, retention, and various aspects of the technical operation.

Update and modify the Tech Crew Wiki on SharePoint along with any pertinent training materials, guides, etc. Organize the Tech Wiki in a manner that creates easy access for Tech Crew employees. If applicable, develop training material that can be implemented within online, in-house, or alternative training needs.

Perform other duties as assigned by the Technical Services Coordinator.

Duties and Responsibilities (Technical Operation – Video Production tract):

Review and revise operational procedures for the Lane University Center Tech Crew. Analyze the LUC's student employment program as it relates to overall operations, proper equipment use, best practices, etc. Recommend to the Technical Services Coordinator adjustments as warranted. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in marketing, recruitment, selection, evaluation, retention, and various aspects of the technical operation.

Create new content and/or videos to be used for in-house training or external marketing and promotion for the Technical Services Operation and/or Lane Center services. Update existing video content and recommend edits, changes, or modification to the Technical Services Coordinator and/or Director of the Lane Center.

Perform other duties as assigned by the Technical Services Coordinator.

Duties and Responsibilities (Technical Operation – Event Production tract):

Review and revise operational procedures for the Lane University Center Tech Crew. Analyze the LUC's student employment program as it relates to overall operations, proper equipment use, best practices, etc. Recommend to the Technical Services Coordinator adjustments as warranted. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in marketing, recruitment, selection, evaluation, retention, and various aspects of the technical operation.

Maintain and track event operations and production schedules as they relate to Technical Services and event notes. Program scenes, shows, and cues for both lighting and sound equipment for various events as well as prepping equipment for the event. Schedule shifts for the Technical Services employees through SubItUp at the Technical Services Coordinator's discretion.

Perform other duties as assigned by the Technical Services Coordinator.

OPERATIONAL RESPONSIBILITIES

The Technical Operations Intern will accomplish varying tasks throughout the semester that relate towards the goals listed above in the duties and responsibilities section of this document.

EDUCATIONAL REQUIREMENTS

Must be a mature Frostburg State University student. A 2.5 GPA is required and the student must be in good standing with Frostburg State University. The ability to work independently, organize, direct, and communicate goals and ideas for the Lane University Center is required. Previous experience in customer service, facility or area operations, 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: This roles will require a mixture of coordination of information and individual planning. The majority of the role will involve independent work under the advice and guidance of the Technical Services Coordinator of the Lane University Center. The position will vary based upon the areas being reviewed, and what potential improvement(s) could be studied and applied to operations.

Scope and Effect: Successful efforts of the Technical Operations Intern will ensure both individual-growth in the realm of their selected tract and a well-refined implementation of any facility operations that directly support the mission of the Lane University Center.

ENVIRONMENTAL DEMANDS

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