

## Conferences & Events Technology Intern

### ***Position Focus***

As a member of the Yale Conferences & Events (YC&E) department and reporting to the Senior Manager of A/V and Technology, the Conferences & Events Technology Intern (C&E Technology Intern) is responsible for supporting audio-visual and technology needs for a wide range of department conferences, events, and projects. The ideal candidate will possess a foundational understanding of computer systems and network technology, as well as strong communication skills to effectively troubleshoot in live A/V environments.

As support for the YC&E team, a C&E Technology Intern contributes to short- and long-term planning, focused on coordinating and executing all aspects of audio-visual logistics related to events. This position will primarily support Audio Visual and Technology needs in YC&E exclusively managed venues on Yale's campus. Additionally, the Intern will provide virtual technical support for virtual and hybrid events via Zoom and other virtual event platforms ensuring that the experience of program participants meets Yale's standard of excellence.

The C&E Technology Intern is expected to cultivate and develop beneficial relationships with internal and external service providers and serve as a liaison with numerous university departments and external organizations. They will provide on-site technology and audio-visual management as dictated by program needs, maintaining a high level of customer service to clients and participants while demonstrating responsiveness and professionalism. The C&E Technology Intern will utilize several different platforms including but not limited to: Microsoft Windows operating system, Microsoft Office Suite, with a focus on PowerPoint, Microsoft Teams, and Zoom platforms.

### ***Key Responsibilities***

- **A/V Support:** Assist in setting up and operating audio-visual equipment for university events, lectures, and webinars. This may include microphones, cameras, projectors, and audio systems.
- **Zoom Management:** Operate and monitor Zoom meetings and webinars, providing technical support for instructors and participants. Ensure smooth operation of live virtual sessions, including screen sharing, audio management, and troubleshooting.
- **Collaborate with Campus IT/AV Partners:** Own ITS ticketing for necessary Tier 2 escalation, and monitor ServiceNow tickets with internal classroom team support.
- **Technology Setup:** Configure computers and devices for presentations, troubleshoot AVOIP hardware/software issues, and assist with connecting laptops, projectors, and displays.
- **System and Network Support:** Basic support in navigating and troubleshooting computer networks, including the use of network switches to connect devices for seamless operations.
- **Customer Service:** Respond to technical issues promptly, maintain composure under pressure, and provide clear, concise instructions to users who may be unfamiliar with A/V technology.
- **Computer Systems:** Understanding and navigating windows and Apple IOS operating systems for basic computer tech support and deployment.

***Skills and Abilities***

1. Quick study. Excels in fast paced, results oriented, community environment. Decisive and practices logical decision making when given opportunity to lead projects.
2. Flexible upbeat team player with a strong work ethic.
3. Proven record for superior customer service. Ability to work with a range of individuals to adopt and exceed customer expectations.
4. Talented problem solver, able to react quickly and maintain composure under pressure including live event settings.
5. Ability to exercise good independent judgment, working with multiple stakeholders.
6. Highly proficient at managing multiple priorities while exceeding client expectations. Superior organizational skills and flawless attention to detail.
7. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas effectively.
8. Possesses knowledge of or is quick to pick up various technology platforms including but not limited to Microsoft Windows PC operating system, Microsoft Office Suite, with a focus on PowerPoint, Microsoft Teams, and Zoom platform
9. Experience in virtual event management (webinars/meetings, producing run of shows, running polls, speaker/chat management, Q&A coordination, etc.).

***Required Education and Experience***

- Bachelor's Degree in related field (or be on course to complete degree) or one or more years of related customer service experience or an equivalent combination of education and experience.
- Hospitality, Event Planning, Customer Service, or Marketing Experience

***Compensation/Expectations***

- \$19.50 per hour
- Parking will be provided
- On campus housing (if needed) will be offered from Early June- Early August
- On campus Dining package will be offered from June- Early August

***Position Requirements***

- Ability to work part-time hours (15-20 per week) during the Spring semester (January-May)
  - Work to start the last week of January or first week of February
- Ability to transition to full-time hours (37.5 per week) for the summer from May-August
- This position is based on-site at Yale University's campus in New Haven, CT, and is expected to be performed in person.
- This position requires you to work some nights and weekends throughout the year.
- This position has potential to extend through December 2027 (at a part time or full-time basis)

**To apply, please visit our portal at:** <https://yale.starrezhousing.com/StarRezPortalXEmployment>