

FFL Orlando 2022 Job Description Conference Room AV Tech

Job Title: Conference Room AV Tech

Job Overview:

Volunteers are crucial to the success of Friends for Life (FFL) conferences. As a volunteer in the Conference Room AV Tech role, you play an important part in the overall experience of faculty and participants by ensuring sessions and other programming requiring AV support run smoothly.

Job Responsibilities:

As the primary in-room point of contact for AV-related support during sessions, you must feel confident fulfilling the following duties:

- **Complete Assigned Training:** Participating in all assigned FFL volunteer training, including completing assigned digital trainings before you arrive on-site for FFL Orlando. This includes being on-site at Coronado Springs the morning of Tuesday, July 5th for in-person training.
- **Oversee AV in Assigned Room(s):** Setting up and installing microphones, video monitors, projectors, speakers, and laptops in your assigned room, operating sound and visual equipment during sessions, and disassembling audio and visual equipment and packing up after the event.
- **Prepare for Each Session:** Arriving to your assigned room at least 20 minutes before each session to conduct pre-session sound, visual, and performance quality checks on AV equipment. This also includes liaising with presenters prior to scheduled session start times to pre-check that their AV requirements are met and tested.
- **Monitor Equipment:** Keeping track of microphones, laptops, and other AV equipment in your assigned room throughout the conference. This includes deploying to presenters or returning to inventory/charging as needed. It also includes utilizing best practices for cable management (ensuring cables are safely secured to the floor and/or neatly bundled).
- **Support Virtual Conference Sessions (as needed):** For sessions that include a video conference and/or streaming component, facilitate the sharing of session content to virtual attendees through Zoom. This may include assisting presenters with sharing their presentation content to Zoom, ensuring speaker and Q&A mic audio is being shared to the Zoom room, and sharing questions received through Zoom chat and/or Q&A function with the speaker at the end of the session.
- **Troubleshoot Issues:** Being prepared to troubleshoot and resolve any AV- or IT-related issues that arise within your assigned room. This includes a willingness to escalate the issue to the AV Lead or IT Coordinator if needed.
- **Complete Other Tasks as Assigned:** Due to the nature of FFL conferences, unanticipated needs or tasks may occasionally arise. If this happens, the IT Coordinator and/or AV Lead may request your support with additional tasks as needed. Your flexibility and ability to maintain a positive attitude in the face of last-minute changes is greatly appreciated.

- **Support Security and Emergency Preparedness:** Supporting general safety and emergency preparedness within the your assigned room. This includes knowing where fire exits and emergency phones are located, being aware of protocol in case of fire or medical emergency, collaborating with the FFL Support Team to ensure CWD equipment is appropriately secured, and keeping an eye out for potential security risks (i.e. unusual behavior, people/objects that do not belong).
- **Provide Feedback:** CWD relies on our volunteers to help us identify and share opportunities for improvement for future conferences. You are kindly requested to share any feedback or ideas with the IT Coordinator (Will Nowak) at any time during the conference and/or via the Volunteer Feedback Survey after the conference.

Qualifications:

- Punctual, reliable, and available during scheduled conference hours for the duration of FFL
- Good communication and interpersonal skills, with an ability to communicate in a professional and friendly demeanor with conference participants, faculty, and staff/volunteers
- In-depth knowledge of sound, video, camera, and computer equipment
- Familiarity with computers and IP Networking Systems
- Prior AV and Zoom experience a plus
- Ability to think on your feet and quickly identify and resolve potential issues as they arise
- Willingness to follow Disney cast member instructions and respond quickly to their guidance in case of emergency
- Must have previously attended a FFL conference as a participant or volunteer