

## **Video Teleconferencing Support & IT Assistant**

**Non-Classified Classification**

**Legislative Services Office**

**Open for Recruitment: November 12, 2020 – November 27, 2020**

**Starting Salary: \$18 - \$20/hr**

**Location(s): Capitol Building, Boise**

**SPECIAL NOTIFICATION:** This position is exempt from classified state service and the rules of the Division of Human Resources and the Idaho Personnel Commission.

### **Temporary Position for the 2021 Legislative Session**

Legislative Services Office (LSO) employees are nonpartisan staff.

**Video Teleconferencing Support Specialist & IT Assistant:** LSO is looking for a video teleconferencing support person. The successful candidate will provide video teleconferencing (VTC) and audio/video support for legislators, staff, and witnesses in support of Legislative functions. The ideal candidate will have extensive experience with the Zoom VTC platform, specifically with more advanced features and usage, including both regular Zoom meetings and webinars. This person may also assist the Information Technology division by assisting in installation of computer hardware and software as well as other tasks as requested.

#### **VTC RESPONSIBILITIES:**

- Exhibit high level of professionalism in conduct, work ethics and appearance.
- Clearly communicate information, listen well and ask relevant questions.
- VTC setup, hardware and software installation, maintenance and troubleshooting, configuration support, administration, and scheduling of teleconferences
- Ensure VTC and AV equipment is operational ahead of scheduled meetings and provide setup consistent with instructions/processes laid out by committee chairmen and/or committee staff
- Ensure VTC system compatibility with remote location's (includes legislators and expert/professional witnesses) systems through coordination, analysis, and VTC connectivity tests.
- Exhibit strong, adaptive technological skills while facilitating/proctoring meetings as well as troubleshooting potential issues in real time while maintaining the integrity of the ongoing meeting as much as possible.
- Prioritize multiple tasks, work efficiently within time constraints and deadlines.
- Demonstrate customer service mentality.
- Work effectively as a team member to contribute to the efficient functioning of the work environment.
- Work early or extended hours as necessary.

#### **NON-VTC RESPONSIBILITIES**

- Replace printer toner cartridges, monitor supplies, and communicate when an order is required.

- Possibly update or create end-user documentation / manuals and training materials.
- May assist in installing software, computers and printers.

**MINIMUM QUALIFICATIONS:** Familiarity with VTC technologies and software products likely to be used in conjunction with remote meetings e.g., PowerPoint, Outlook (for scheduling), Word, Excel; Comfort with basic A/V tasks such as displaying laptop content on projector screens; Possess strong written and verbal communication skills; Ability to communicate via keyboarding rapidly and effectively; Attentive and detail-oriented; organized, flexible and adaptable.

**Required Experience:** Set up and hosting VTC meetings; working knowledge of Microsoft Office software.

**Desirable Experience:** Hosting Zoom meetings and webinars, participation in other VTC platforms; knowledge of the legislative process; writing documentation using Microsoft Word.

To Apply:

Email or mail cover letter, resume, and professional references by Friday, November 27, 2020 to:

Email: [jobapp@lso.idaho.gov](mailto:jobapp@lso.idaho.gov)

**Mailing Address:**

Legislative Services Office  
Attn: Terri Kondeff  
P.O. Box 83720  
Boise, ID 83720-0054

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodations to satisfy testing requirements, please contact the Division of Human Resources.