



Legislative IT A/V Systems Specialist

August 2024 | Office of Legislative Services – System Operations

STATE OF UTAH
invites applications for the position of:
Legislative Desktop & A/V Support Specialist, JOB #42633

PHYSICAL ADDRESS: Utah Legislature
Office of Legislative Services
Senate Building, State Capitol Complex
Salt Lake City, UT 84114

OPENING DATE: Friday, August 30, 2024
CLOSING DATE: Monday, September 9, 2024, at 5:00 PM MST

Job Description:

The Utah Legislature’s Legislative Services System Operations team is seeking a highly skilled, customer-focused Desktop and AV Support Specialist to join our team! The Desktop and AV Support Specialist provides technical assistance and support related to computer systems, hardware, and audiovisual equipment. This role involves troubleshooting issues, installing and configuring systems, and ensuring all IT and AV infrastructure operates smoothly. The ideal candidate will have strong technical skills, excellent problem-solving abilities, and a customer-oriented approach.

The incumbent for this position must be non-partisan, work in person, and be able to work extended hours and on weekends as needed, especially while the Legislature is in session.

Job Duties:

Audiovisual (AV) Support:

- Set up, operate, and maintain audiovisual equipment such as projectors, microphones, video conferencing, and sound systems.
- Provide technical support for meetings, conferences, and events, ensuring smooth operation of AV systems.
- Troubleshoot and resolve issues with AV equipment, including video displays, sound systems, and connectivity problems.
- Coordinating with Vendors: Working with external vendors and service providers for equipment purchases, repairs, and upgrades.
- Maintain and manage AV systems, regularly inspecting and maintaining AV equipment to prevent breakdowns, including cleaning, updating software, and replacing worn-out components.
- Understand audio and video flow through AV systems like Crestron, Biamp, and QSC.
- Configure/Program AV equipment such as Crestron, Biamp, and QSC to control audio and video inputs and outputs in committee/conference rooms. Such as adjusting equipment settings for optimal performance, including sound levels, lighting, and display resolutions.
- Manage in-house and cloud-based streaming services and their interface with AV sources.

Desktop Support:



- Provide timely and effective end-user support for desktop and laptop computers, including hardware, software, and peripherals.
- Install, configure, and maintain operating systems, software applications, and security updates
- Troubleshoot and resolve hardware, software, and network connectivity issues.
- Assist with setting up and configuring new computers, including data migration and user account creation.
- Maintain an inventory of all IT assets and ensure proper installations, configurations, and documentation of changes.
- Manage user accounts, permissions, and access rights in various systems.

General IT Support:

- Assist in managing and maintaining IT infrastructure, including servers, networking equipment, and security systems.
- Provide support for mobile devices, printers, and other peripheral equipment.
- Respond to service tickets and inquiries in a timely and professional manner.
- Assist with IT projects, including upgrades, migrations, and new implementations.
- Ensure compliance with company policies and procedures regarding IT and AV systems.

Network & Connectivity:

- Assist with basic network troubleshooting, including wired and wireless connections.
- Work closely with the network team to ensure all systems are correctly connected and functioning.

Customer Service:

- Respond promptly to support tickets, emails, and phone calls, ensuring high customer satisfaction.
- Communicate effectively with end-users to understand their needs and provide clear instructions or solutions.
- Document support cases and resolutions in the help desk system.

Collaboration:

- Work with IT team members to ensure smooth operation of the IT environment.
- Participate in IT projects, providing input and support as needed.
- Stay updated on technology trends and desktop and AV support best practices.

Qualifications:

Education:

- Associate's degree in information technology, Computer Science, or a related field. Bachelor's degree preferred.
- Relevant certifications (e.g., CompTIA A+, Microsoft Certified IT Professional (MCITP), Certified Technology Specialist (CTS)) are a plus.

Experience:

- 10+ years of experience in desktop support, IT support, or a similar role.
- Experience with AV systems, including setup and troubleshooting.

Technical Skills:



- Excellent problem-solving skills and attention to detail.
- Strong knowledge of Windows and Mac operating systems and standard software applications (e.g., Microsoft Office, Adobe Creative Suite).
- Proficiency in troubleshooting hardware issues and performing repairs or replacements.
- Experience with AV equipment, including projectors, sound systems, and video conferencing tools. (e.g., Zoom, Microsoft Teams).
- Basic networking knowledge, including TCP/IP, Wi-Fi, and Ethernet.
- Ability to work independently and as part of a team.
- Ability to manage multiple tasks and priorities in a fast-paced environment.

Soft Skills:

- Excellent problem-solving skills and the ability to work independently.
- Effective communication skills, with the ability to explain technical issues to non-technical users.
- Customer-focused mindset with a commitment to providing high-quality service.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.

Other Requirements

- Must be Non-Partisan.
- Must be able to work in person.
- Must be able to work late nights and weekends, especially during the legislative session.
- The incumbent must be able to stand, crouch, or sit for extended periods. The incumbent must also be able to go up and down ladders, get into crawl spaces, and work in otherwise cramped spaces for limited periods.
- The incumbent may lift up to 50 pounds occasionally or work as a team to move heavier equipment (e.g., an oversized TV).
- The typical office setting is adequately lighted, heated, and ventilated, but there are risks, such as safe use of office equipment, avoiding trips and falls, following fire regulations, etc.

Salary Range: \$46.11 to \$76.76 per hour plus comprehensive medical, dental, leave and retirement benefits.

Application Instructions: Send a cover letter and resume to Brennan Buell at hr@le.utah.gov. Please include the job title (Legislative Desktop and A/V Support Specialist) and job number (42633) in your email subject line to ensure a prompt response.

Supplemental Information:

Employees in this position serve at the pleasure of the appointing officer in an at will status and may be terminated at any time without cause. This is not a career service position. The State of Utah is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

Reasonable accommodations provided to known disabilities of individuals in compliance with the Americans with Disabilities Act. For accommodation information or if you need special accommodation to complete the application process, please contact Brennan Buell, bbuell@le.utah.gov.

Veteran's Preference (Utah Code Ann. 71-10-2): An applicant claiming veteran's preference must do so in the body of the cover letter by providing sufficient information to identify the type of veteran's preference requested. Additionally, a copy of the applicant's DD-214 must be attached to the resume. If a disabled preference is claimed, a copy of the applicant's letter form the VA stating the disability percentage granted must also be attached.