



AUDIO/VISUAL, and INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Information Technology Specialist I – Pay Band 4

Positions #00571

P14/Wage

\$19.63 - \$30.00 per hour

Open to the General Public

Open Until Filled

The Library of Virginia is seeking a part-time Audio/Visual and Information Technology Support Specialist to provide LVA staff and external users with audio/visual support for presentations, programs and other facility and online uses. Support the recording of videos and podcasts, as well as social media events usage for LVA's digital production studio. All AV equipment, including cameras, projectors, microphones, speakers, and any other equipment and associated software will be managed. In addition, other support including installation, configuration, troubleshooting, user support, documentation, and one-on-one ad hoc staff training will be required, as well as desktop hardware, software and peripheral support as needed.

Selected candidate must be able to work a flexible schedule to include working in the evening to provide support for special events.

To be successful in this position, in addition to the qualifications listed, you will need to value working for an agency that fosters a diverse, open, inclusive, team-oriented work environment.

Core Responsibilities

40% - Support Internal and External Users for Presentations, Programs and Events

40% - Audio/Visual Support, Management & Maintenance

20% - Assist with Desktop and Applications Support

Required Qualifications

- Working knowledge of audio/visual equipment, video design and production techniques. Knowledge of Crestron AV equipment and Clickshare a plus;
- Working knowledge of the principles and application of audio/visual instruction methods;
- Working knowledge of computer equipment and software;
- Working skills in configuring, operating, and maintaining audio/visual and peripheral equipment;
- Working skills in supporting computer systems and software;
- Strong interpersonal skills and ability to work with others in a courteous manner and as a member of a team;
- Ability to organize, schedule and manage audio/visual services for events and programs;
- Ability to communicate effectively orally and in writing;
- Ability to deal effectively with internal and external users;
- Ability to rapidly adapt to a constantly changing environment;
- Ability to work independently;
- Ability to manage time and multiple priorities effectively;
- Ability to troubleshoot and research technical issues;
- Ability to explain troubleshooting steps and how-to's in an appropriate manner with regard to a user's technical abilities; and,
- Ability to meet the public and interact with co-workers in a cordial and efficient manner.

Preferred

- Graduation from a college or university with major study in computer science, management information, engineering, mathematics, or a related discipline, plus experience in an acceptable technical area. An equivalent combination of education, training, and experience may substitute for educational requirements.
- Experience with full range of audio/visual equipment with independent responsibility for its operation and customer consultation.
- Experience with setup and support of Windows operating systems and Office software.
- Experience with setup and support of Mac operating systems and software.
- Experience with installing and troubleshooting computer and peripheral hardware.
- Considerable experience in support of non-technical users.

An equivalent combination of education, training, and experience may substitute for educational requirements.

Application Instructions: To apply, candidates must submit a completed Virginia state employment application online at [Audio/Visual, and Information Technology Support Specialist - Richmond, Virginia, United States](#) for position #00571.

A record of criminal history does not automatically bar an applicant from consideration. Employment verification and reference checks, to include current/previous supervisors, will be conducted.

The Library of Virginia is an Equal Opportunity Employer and encourages women, minorities, individuals with disabilities, veterans, and people with National Service experience to apply. Reasonable accommodations are available to persons with disabilities during the application and/or interview process per the Americans with Disabilities Act.

An EEO/AA/ADA Employer