

POSITION DESCRIPTION

Class Title: Technology Specialist
Department: Public Information/Tourism Department
Worker's Comp Group No.:
Date: August 2017

GENERAL PURPOSE

Works to ensure excellent customer service in responding to needs of clients of the Wytheville Meeting Center. Works closely with other Meeting Center staff to ensure that all customers' requests are carried out in an efficient and timely fashion.

SUPERVISION RECEIVED

Works under the supervision of the Assistant Director of Public Information/Tourism.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works with Computer Operations regarding how equipment is used, maintained, cleaned and inventoried.

Plans for future meetings by determining the audio/visual needs and prepares accordingly. This includes communicating with the Facility Services Coordinator on staff needs for the schedule and leaving detailed instructions regarding audio/visual if Technology Specialist will not be there.

Technology Specialist contacts clients, as needed, via phone, email and/or in person to make arrangements for audio/visual and sound equipment prior to meetings/events. All communication must be done in a professional manner with correct grammar, spelling and punctuation.

Works to ensure that there is a backup system in place and checks backup equipment/systems regularly to make sure it is in proper working order.

Maintains visible, available presence in and around meeting rooms during event time to quickly and efficiently handle any client needs.

Continues training on computer operation, presentation software, virtual meeting platforms (Zoom, Microsoft Teams, Skype etc.).

Completes weekly reports on tasks that were completed, issues with equipment and any problems with audio/visual during a meeting or event. These reports will be emailed to the Assistant Director and the Computer Information System Specialist at the end of each week.

Emails the audio/visual equipment check list and cleaning check list to the Assistant Director and the Computer Information System Specialist at the first of each month.

Works with the Director of Computer Operations and Facility Services Coordinator to plan monthly in-services to continue training staff on audio/visual and sound equipment.

Assists with other Meeting Center duties involving facility services, the information desk, or other duties, as assigned.

Works with other members of the Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) on events/programs and other tasks as needed.

Performs all duties in conformance to appropriate safety and security standards.

PERIPHERAL DUTIES

Other duties as may be assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent, and
- (B) Two (2) years of work experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- (B) Ability to perform heavy manual tasks for extended periods of time; Ability to work safely; Ability to establish and maintain effective working relationships with employees, other departments and the public; Ability to understand and carry out written and oral instructions.

(C) Ability to deal with the public and fellow employees in a pleasing manner using tact and respect; ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

TOOLS AND EQUIPMENT USED

Thorough knowledge of audio/visual equipment including projection, conferencing, and sound systems. Understanding of how equipment works to be able to perform maintenance, repair, or installation. Basic knowledge of computer software with ability to work toward proficiency in software and hardware as needed for this position.

Ability to use hand trucks and carts, as well as basic understanding of operation of all kitchen equipment will be required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.

The employee must frequently lift and/or move up to fifty (50) pounds and occasionally lift and/or move up to one hundred (100) pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Approval: _____ Approval: _____

Supervisor

Appointing Authority

Effective Date: August 2017

Revision History: July 2022