



POSITION DESCRIPTION
SAS Contract

Job Title: Video Teleconference Support (General Clerk II)
Location: NETL – Morgantown, WV
Reports To: Shelly Tinder
Prepared By: Shelly Tinder

Department: SAS Contract
SCA min.:
FLSA Status: Full-time, Non-exempt
Prepared Date: 7/2/2010

POSITION PURPOSE

Provides NETL conference room support services within the Support Administrative Services (SAS) contract. Maintains a close and highly responsive relationship to the day-to-day activities of the NETL clients. Works independently, receiving a minimum of detailed supervision and guidance. Performs varied support duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the conference room management. Carries out recurring procedures independently. Selects the guidelines or references which fit the specific case. Must be able to select appropriate methods from a wide variety of procedures and make adaptations and interpretations of a limited number of substantive guides and manuals. Steps may vary in type or sequence, depending on task. Supervisor or designated contact provides specific instructions on new assignments and checks completed work for accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

1. Adheres to required operating procedures for conference room and conference center systems.
2. Provide basic testing and trouble shooting of hardware/software problems to resolve connection/operational issues. Work with local scheduling staff (e.g., receptionist, ITES support staff) requestor, and/or requestor's support staff to resolve room and meeting scheduling conflicts. Work with fellow staff, network engineers, InfoDesk personnel, and vendors to remedy technical issues.
3. Capture and document end user requirements to include meeting logistics and requirements.
4. Schedule meeting services (e.g., video bridging, audio bridging, web conferencing, etc.) to support end user requirements in multiple conference rooms and conference centers.
5. Coordinate and set up the Morgantown conference centers per end user requirements. This entails oversight of multiple conference rooms at the same time (i.e., Morgantown, Pittsburgh, Albany and Houston) to ensure precise organization and execution of meeting/event detail.
6. Operate collaborative conference center systems (e.g., video teleconferencing systems, projectors, displays, computers, phones, collaboration smart boards, cable and satellite television systems, audio/visual systems, GroupWise email and scheduling system, audio bridge, video bridge, etc.) during meetings.
7. Provide audio visual, web conference, net meeting, and video teleconferencing logistical support. This includes scheduling video teleconferencing sessions.
8. For designated teleconferencing rooms and all meetings using video bridging services, ensure the following:
 - a. Rooms are properly set up and systems operational 10 minutes (or earlier) prior to the scheduled meeting start time – this involves setting up tables and chairs;
 - b. Support staff is available to assist participants until meeting begins. This includes conducting video teleconference sessions which may include conference preparation, monitoring VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair;
 - c. Train personnel in operation of video teleconferencing and other audio visual equipment associated with video teleconferencing services.
 - d. An operator is available (when requested) to run web conferencing tools during the meeting.
9. Manage NETL account for video bridge, web conferencing, and audio conferencing services.
10. Maintain accurate property records for all NETL equipment and systems assigned for use in conference rooms (e.g., computers, Smartboards, speaker phones, projectors, video conferencing systems and components, etc.)

11. Maintain audio visual and computer systems in good working condition. Help coordinate required hardware maintenance, software maintenance and computer system upgrades.
12. Provide resource utilization and capacity planning support. This should include but not be limited to base lining utilization of rooms and services (video conferencing, web conferencing, etc.) and identify utilization trends. Provide recommendations for service changes to meet expected user requirements.
13. Provide recommendations for equipment and service replacement, upgrade and enhancement to ensure the delivery of services at acceptable levels.
14. For all meetings in PGH B58-103, ensure the following:
 - a. A room is properly setup and systems operational 10 minutes prior to the scheduled meeting start time,
 - b. Support staff is available to assist participant until meeting begins,
 - c. An operator is available when requested to run web conferencing tools for the duration of the meeting.
15. The following reports must be provided as required by the NETL client:
 - a. Summary of video conferencing system use by room.
 - b. Summary of web conference service use by room/user.
 - c. Summary of audio conferencing bridge use by room/user.
 - d. Summary of system trouble calls and status.
 - e. Summary of error logs and fixes.
 - f. Provide input to track room usage and utilization trends.
16. Operate and test peripheral conference room equipment such as overhead projectors, VCRs, microphones, laptops, projection systems and screens to satisfy event/meeting requirements. This includes powering up equipment, checking for proper operation, setting audio levels, positioning camera and lighting functions, performing secure or non-secure setup, operating or assisting in operation session control panel, control unit, and high-resolution graphics.
17. Connect phone lines and prepare polycom and internet access.
18. Provide basic troubleshooting of A/V and peripheral equipment and respond to client needs.
19. Perform daily operating and closing of the conference center.
20. Reset room configuration and table/chair setup as required.
21. Stock and maintain limited supplies within the conference rooms.
22. Maintain electronic calendars, make appointments and arrange for meeting rooms – ensuring accuracy.
23. Requires knowledge of word processing software applications, general administrative duties, and a high degree of skill in troubleshooting and maintaining conference room equipment.
24. Establishes and maintains office files and assists with data entry.
25. Assists with records archival and destruction processes.
26. Develops letters and memoranda in accordance with NETL correspondence guidelines.
27. Provides input to the Monthly Status report and develops ad hoc reports.
28. Works on special projects instituting creative flare and analytical ability.
29. Other duties as assigned.

QUALIFICATIONS

The qualifications listed below are representative of the minimum knowledge, skill, and/or ability required.

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

US Citizenship is required.

KNOWLEDGE

Comprehensive knowledge of grammar, spelling, office procedures, computers, standard software, a/v equipment and management databases.

SKILLS AND ABILITIES

Must possess the following:

- Proficiency in Word Processing systems and Microsoft Office Suite products: Word, Excel, and PowerPoint
- Experience with Adobe Acrobat Reader and Microsoft Publisher a plus
- Must have excellent customer service and interpersonal skills
- Must have excellent written and oral communication strengths
- Must be flexible in adapting to changing requirements, situations, schedules, priorities, unpredictable events with minimum supervision.

- Must have excellent organization skills.
- Must have applied experience in managing schedules and assisting in event planning, setup and support.
- Must have experience with operating and troubleshooting audio visual and video teleconferencing hardware and software in a conference center environment; providing technical support.
- Must demonstrate multitasking and prioritization skills
- Periodically takes ongoing training courses to keep abreast of new programs and equipment related to job responsibilities

EXPERIENCE

Minimum of two years customer service required. Experience in information technology and event planning preferred. Experience with modern video teleconferencing equipment is preferred. Up to four (4) years work experience in assigned area office procedures.

SUPERVISION

Under limited supervision, within limits of accepted practice.

EDUCATION

Must have an Associate's degree in a technical field or have an equivalent combination of experience. Prefer 2-year degree in business or Information Technology related field.

LICENSES/CERTIFICATIONS

None

LANGUAGE SKILLS

Ability to read and interpret documents. Ability to write routine reports and correspondence. Effective written and oral communication and interpersonal skills.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Needs excellent problem solving skills. Ability to deal with a variety of concrete variables in situations where only limited standardization exists. Ability to work under pressure in an environment where individuals are continually challenged. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

PHYSICAL DEMANDS

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

Applicants must be willing and able to fulfill all job-related functions (which may include travel) normally associated with this position and be able to fulfill all associated security clearance requirements. Must be able to lift ~40 lbs. to assist with tables and chairs setup within conference rooms.

WORK ENVIRONMENT

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

Conference center environment is spread out over the site requiring walking between the various buildings and floors. Work may require occasional travel to an alternate NETL sites (e.g., Morgantown, WV; Albany, OR, Houston, TX) to ensure uninterrupted conference center and conference room services to the clients.

U.S. CITIZENSHIP REQUIRED