

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: SENIOR, VIDEO TELECONFERENCE OPERATOR/OFFICE SUPPORT

Reports To: Designated Supervisor

UW Job Code: 5002

UW Job Family: 51 - Technicians

SOC Code: 27-4011

FLSA: Non-exempt

Pay Grade: 17

Date: 8-1-16

JOB PURPOSE:

Provide senior-level technical support for the operation of video teleconferencing equipment including, but not limited to computers, Elmos, and DVDs; guide instructors, support staff and others on the use of teleconferencing equipment requiring the highest level of reliability and promptness in support of teleconferencing courses. Troubleshoot proactively video conferencing systems and equipment problems, and provide clerical support as directed. Supervise, operate, monitor and maintain security of computer input/output equipment; and troubleshoots problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee work of Video Teleconference Operators.
- May serve as project leader and provide primary input toward or monitor performance.
- Troubleshoot proactively video conferencing systems and equipment problems; perform routine maintenance or contact appropriate staff to report equipment trouble outside of area of expertise.
- Guide instructor, participants, support staff and others on the use of teleconferencing equipment on the appropriate use of equipment that additionally requires the highest level of reliability and promptness to provide evening and weekend support.
- Monitor rooms while in session to ensure positive classroom environment; assist when needed for problems with equipment.
- Document projects; write and maintain user instructions.
- Review, evaluate, and make recommendations on proposals for hardware or software acquisitions.
- Provide video editing, and have sessions completed for upload to YouTube, i-ECHO, and other social media platforms.

SUPPLEMENTAL FUNCTIONS:

- Perform other duties, as assigned.

COMPETENCIES:

- Attention to Detail
- Individual Leadership
- Developing Organizational Talent
- Work Prioritization & Management
- Initiative
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Associate's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Operation of video conferencing equipment and auxiliary equipment including, but not limited to computers, cameras, tape recorders, microphones, amplifiers and similar equipment.
- Operation of computers.
- Troubleshooting methods, techniques and procedures.
- Time management methods to meet deadlines.
- Effective communication skills.
- Training and instructional techniques and methods.
- Internet application usage.
- Microsoft software applications and other computer applications used in area.
- Office equipment usage procedures such as operation of photocopiers.
- Interpersonal ability to work with diverse communities.
- Customer service courtesy techniques and methods.

Skills and Abilities to:

- Operate video conferencing equipment and auxiliary equipment such as computers, cameras, microphones, and tape recording equipment.
- Respond to equipment problems, troubleshoot problems, and provide routine maintenance to correct problems, or contact appropriate employees when outside of area of expertise.
- Guide instructors, participants and others on several types of equipment operation.
- Monitor classrooms for positive classroom environment.
- Handle flexible work schedules in multiple locations to provide evening and weekend work times.
- Provide clerical office support, as directed.
- Work with confidential information.
- Work professionally with faculty and students.

- Work as a team member and foster a cooperative work environment.
- Supervision and training skills.

WORKING CONDITIONS:

Office and classroom environments. Occasional exposure to electrical or mechanical machine hazards.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.