



Colorado Legislative Council Staff

EMPLOYMENT OPPORTUNITY

Colorado General Assembly

Room 029 State Capitol, Denver, CO 80203-1784

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November 2021

Hiring for Position: Virtual Meeting Coordinator

About Legislative Council

Colorado Legislative Council Staff, is the nonpartisan research agency of the Colorado General Assembly, the legislative branch of the State of Colorado. Legislative Information Services, the IT team within Legislative Council Staff, is responsible for developing, maintaining and supporting all information and technology systems used by legislators and legislative staff.

About the position

This office is responsible for maintaining and developing the information systems for the General Assembly and its staff. We are seeking a Virtual Meetings Coordinator to join our team supporting the Colorado legislature in order to help facilitate, schedule, manage, and organize virtual floor and committee hearings and other meetings. Within this unique organization you will experience challenging work while directly contributing to the betterment of Colorado.

The Colorado General Assembly is a small but high-profile state government department with approximately 500 users including 100 legislators. LIS provides tech support to all users who use mainly Windows laptops and iPads with some exceptions.

Duties include primarily staffing remote meetings as part of a busy IT service desk to Colorado General Assembly legislators, staff and constituents. Virtual Meetings Coordinators are required to provide top-notch support for remote meetings, team collaboration ensuring continuous operation of all IT and A/V (Audio/Video) related assets for our diverse customer base. This position will primarily be setting up the remote meeting software for high profile legislative hearings and assisting remote users to participate effectively in such meetings from remote locations. Some of the tasks will include starting and stopping the meeting software, enabling meeting attendees to speak when asked, monitoring the meeting chat to provide assistance, and scheduling meetings. Additionally, this position will work closely with other IT specialists to provide basic IT support as required.

This is a full time on premise state employment position with benefits for a term of 5-6 months with the possibility of extension.

Requirements

To be a suitable candidate for this role, you will need to have excellent technical user support skills with respect to operating and running virtual meeting software and be extremely customer service oriented.

This position requires a professional possessing a wide-range of problem-solving skills, as well as an ability to work with end-users with varying technical skills and at all levels of the organization. This position will also assist with defining and following processes related to remote meetings for an IT help desk and support operation. Assisting in Webex setup configuration and working with an established set of hardware/software troubleshooting processes is expected.

The ideal candidate is expected to know how to setup, monitor, train, troubleshoot, diagnose and resolve issues with web conferencing tools such as Zoom, Skype for Business, WebEx, etc.

Experience in IT support and exposure to supporting varied Windows and Apple devices such as laptops, tablets and smartphones for remote meetings would be an asset.

Salary and Benefits

The pay is \$200/day, plus a \$10/day travel allowance and a limited amount of personal leave to accommodate your travel plans and other responsibilities outside of work.

You will be eligible to participate in the State of Colorado benefits plans, which include health, life, dental, disability, and flexible spending plans. In addition, you will be required to participate in one of two retirement plans offered by the Colorado Public Employees Retirement Association (PERA).

About You

You must have some prior experience setting up a virtual meeting and have relevant experience in or around IT.

- Able to be patient, respectful and supportive of users who face technical challenges
- Able to multi-task in a high-profile and sometimes high-pressure environment
- Able to support, collaborate, and provide insights on setup and operations of meeting rooms with audio video equipment with a high caliber of customer support.
- Aptitude and motivation for learning and adapting to new technologies.
- Monitoring and response: analyzing, logging, tracking and resolving software/hardware matters pertaining to remote meeting applications, conferencing software and other technologies to meet business needs.
- Proactively and reactively troubleshooting issues to isolate and diagnose system problems; documenting events to ensure continuous workflow.
- Self-starter, keeping busy when work slows down
- Completing other tasks as assigned

The Ideal Candidate will have

- Professional phone and desk-side etiquette
- Exceptional motivation, dependability, and initiative
- Email support skills
- Strong Microsoft Office skills
- Microphone and speaker setup experience
- Exposure to remote conferencing software such as Webex, Zoom, Goto Meeting, MS Teams, Skype for business, Google Meet, etc.
- Excellent verbal and written communication skills
- Able to handle high volume workload in a fast paced environment
- A high degree of self-motivation, commitment and integrity
- Ability to maintain confidentiality
- Support and issue resolution/documentation for remote meeting set up, hosting, and scheduling
- Editing audio or video files

Other Skills or (Nice to Have)

- Help Desk software such as BMC Track-It or ManageEngine Service Desk
- Audio Video hardware, cameras, web cameras, wireless microphones
- Mobile devices and tablets iOS, Android
- A/V - Audio Video systems similar to Crestron
- Remote PC Support using tools similar to Team Viewer
- Certifications: COMPTIA A+, Network+, Security+, etc.

To Apply

Please Email or send your application packet to:

Lis.ga@state.co.us
 Subject: Application for Virtual Meetings Coordinator
 Colorado Legislative Council
 State Capitol Room 029
 Denver, Colorado 80203

E-Mail: lis.ga@state.co.us

In order to be considered for the position your application packet must include the following:

- Resume
- Cover letter
- Three professional references.
- Salary requirements

A list of three professional references will be required during the interview process.

Legislative Council Staff is an equal opportunity employer. We are committed to increasing the diversity of our staff. Therefore, we encourage responses from people of diverse backgrounds and abilities. Additional Information about Legislative Council Staff can be found at <http://leg.colorado.gov/lcs>.