



Job Title: Audio Visual Assistant Manager

Status: Non-Exempt, Salaried

Benefits Medical, Voluntary Dental & Vision for employee and dependents as per MCCC policies, State Employee Retirement Membership, Life Insurance, Vacation.

Position Overview:

This is an exciting opportunity to offer technology oversight and management services to support MSCC's clients and events. The successful candidate will identify and promote customer support services, contribute to new business efforts, and will effectively communicate the connection between all duties and responsibilities with the larger goals of the company.

Essential Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- Provide Audio/Video (A/V) support, which includes assisting and training end-users on the proper use of A/V equipment and new hardware and software applications
- Set-up, maintenance, monitoring, and troubleshooting of conference room A/V equipment such as microphones, speakers, video displays, projectors, digital video cameras, recording equipment, connecting wires and cables, sound and mixing boards for events and functions such as presentations and conferences
- Identifies, troubleshoots, and resolve issues with A/V and technology components
- Responsible for day-to-day management of frontline support for staff. Manages the Help Desk ticket queue, allocating resources, and communicating with staff as appropriate
- Attends high-level meetings requiring A/V
- Proactively maintains A/V equipment as necessary and ensures that supplies are available
- Assists users with routine application and hardware problems, shares best practices, and utilizes application knowledge with users
- Manages technical knowledge-base for internal users to access
- Responsible for handling problem recognition, research, resolution, and follow-up for user problems; escalates more complex problems to the Technical Director.
- Provides formal and informal training to users
- Documents technical systems process and procedures and gets actively involved in promoting new technologies or new systems or procedures
- Provides leadership and visibility in Information and Communications Technology to our clients and external organizations; supervises A/V support technicians
- Takes direct, appropriate and timely action to meet client needs and resolve basic issues

- Maintains and expands technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks
- Consistently produces work products in conformance with Chemonics' and clients' standards
- Undertakes assignments on projects or special initiatives as appropriate
- Liaises regularly with staff to understand and better respond to clients' needs
- Manages relationships with external clients, vendors, partners, and consultants that serve to enhance MSCC's reputation
- Participates in the development of the department's strategic plans, training materials and tools
- Supervises, develops, and evaluates assigned staff. Ensures that staff receives regular constructive performance feedback, prompt resolution of problems, and time and opportunity to grow professionally
- Performs other tasks and responsibilities required by supervisor

Qualifications:

- Bachelor's degree or equivalent relevant work experience required.
- Minimum three years' technical A/V experience with increased responsibility or team lead experience required
- Ability to conceptualize, plan, manage, and support network environments. Demonstrated understanding of Microsoft operating systems, Microsoft Office applications, networking, and PC hardware
- Excellent oral and written communication skills, including the ability to present ideas in a user-friendly language to non-technical staff and end users
- Ability to solve technical, managerial, or operational problems and evaluate options based on relevant information, resources, well-rounded experience, and knowledge
- Possess a thorough understanding of technology support and consulting, including problem solving, and evaluating options based on relevant information, resources, well-rounded experience, and knowledge
- Ability to work both independently and as part of a team
- Willingness to workdays, nights, weekends, and some holidays.
- Strong organizational and work prioritization skills and attention to detail
- Supervisory experience a plus
- Demonstrated leadership, versatility, and integrity
- Knowledge of company's main client and its operations preferred

Working Conditions

- Essential functions maintaining physical condition necessary for walking, standing, lifting stage equipment, or sitting for prolonged periods of time; performing data entry functions. Must be willing to work such hours as are necessary to accomplish the job requirements.