

POSITION TITLE: TECHNICAL SUPPORT SPECIALIST**1. Position Purpose:**

The Technical Support position provides immediate and effective support for the faculty in the classroom in order to ensure that faculty have immediate access to the instructional tools they need to make full use of the university's technology infused learning environment. This position works closely with the leadership of the Professional Development Center to reinforce the value of instructional technologies to enhance the university's student-centered environment.

2. Major Duties and Responsibilities:**Faculty and Student Support**

- Responds immediately to requests by faculty working on elearning courses.
- Provides accurate, helpful, and courteous support in person

Application Maintenance

- Maintains systems to ensure they are operational and that faculty and students will have reliability and ease of use
- Keeps computers, printers, and other equipment upgraded and working
- Anticipates and solicits necessary changes to accommodate changes in software and applications
- Keeps the system infrastructure up-to-date
- Communicates changes to necessary parties
- Communicates to the System Analyst ideas for application development to support teaching effectiveness
- Assists with Blackboard related issues in setting up courses through this Learning Management System (LMS)

Educational Activities

- Attends workgroup meetings related to current job duties as appropriate
- Attends classes or takes courses to improve technical skills or gain new ones
- Stays current on technologies, techniques, and philosophies employed in the departments and colleges at PMU
- Conducts and coordinates training efforts for faculty and professional staff specifically as it relates to Blackboard or other electronic media utilized for distance learning (elearning) courses.

Other Activities

- Contributes to committees or workgroups as appropriate
- Accomplishes miscellaneous tasks and projects
- Provides consultation in areas of experience and expertise as needed
- Makes changes to systems as required by law, policy, client needs, or other reason.

3. Reporting Line:

Technical Support staff report to Director of the Professional Development Center..

4. Span of Control:

The Technical Support Staff oversee no other staff members.

5. Qualifications:

- Bachelor's Degree in Computer Science or Computer Engineering. Associate's Degree with significant experience may be substituted.
- Demonstrated abilities to support applications, networks, and hardware. Certificates preferred.
- The ability to speak and write fluently in English.
- Record of successfully providing technical support in a university or corporate training setting.
- Experience with a variety of operating systems, applications, audio, and video applications
- Demonstrated ability to make effective uses of technology to support instruction
- Demonstrated organizational and management skills
- Demonstrated positive customer service attitude
- Excellent written and oral communication skills
- Ability to initiate and self-manage with minimal supervision
- Excellent skills in current application and development
- Ability to work as a part of a team
- Ability to collaborate with persons from different areas of campus
- History of reliability in attendance and performance