Clark Atlanta University
Job Description

Position Title:	Classroom Technology Support Specialist
Department:	Office of Information Technology and Communications
Reports To:	Academic Technology Manager

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

General Function (Description):

Candidate should have excellent oral and written communication skills with the ability to work well with others in a teamwork environment, as well as the ability to effectively handle multiple problems simultaneously. Tasks must be completed with critical deadlines and produce quality results. Candidate must be proactive in problem-solving, a self-starter, take initiative within boundaries of the position while keeping supervisor informed and must be tireless in his/her efforts to improve the quality of customer service with minimal instruction and supervision. Solid problem-solving work experience with a variety of brand name laptop/desktop pc's and classroom technologies is required. Must be able to determine technology needs and recommend solutions to meet the needs of students, faculty, and staff. Upgrades operating systems and application software. Maintains a high level of technical skills in microcomputer problem-solving and networking services. Identify and implement process improvements. Must possess the ability to prioritize tasks to meet managerial, department, and institutional needs.

Examples of Duties and Responsibilities:

- Technical work in the installation, operation, and maintenance of computing systems and associated peripheral devices
- Maintain technologies that support the teaching and learning mission of the University
- Perform troubleshooting and provide technical support to students, faculty, and staff
- Supports and utilizes monitoring tools to troubleshoot incidents and enhance the availability of services
- Strong PC & classroom technology troubleshooting skills and ability to resolve basic to advanced hardware, software, and connectivity problems in a timely manner;
- Assures that products for installation are available and operative;
- Communicates status, timelines, and resolution of problems in a timely fashion using the IT ticketing system
- Schedules installations in a timely manner with minimum disruption to the customer;
- Test and install new products;

- Ability to deal effectively with all levels of staff on issues of varying complexity; exercises good judgment and flexibility in responses;
- Ability to develop, as well as follow policies, processes, and procedures quickly;
- Ability to apply new technical information (including processes/procedures).
- Assists in documenting processes and procedures
- Works with IT staff to advance strategic technology initiatives and the goals of the University
- Other duties as assigned

Knowledge, Skills and Abilities

- Strong Customer Focus
- Knowledge of computer system hardware and software
- Skilled in hardware maintenance and operations
- Knowledge of classroom technologies
- Ability to interpret and carry out oral and written instructions
- Experience with supporting Mac OS X, Windows, iOS, Microsoft Office, and a variety of software applications.
- Knowledge of Ethernet, TCP/IP, and other common networking technologies
- Ability to work independently and in a team environment

Minimum Hiring Standards

Education	BS Degree in Computer Science, Information Technology or equivalent knowledge via job experience
Years of Experience Required	one to three years of industry standard Computer Science or Information Technology.
Years of Management/Supervisor Experience	N/A