AUSTIN COLLEGE

Educational Technician

Department: Information Technology
FLSA Status: Exempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. to 5:00 p.m.; 12 months; evenings and weekend as needed.

Job Status: 1. 0 FTE
Reports To: Director of IT and Communication
Amount of Travel Required:
Positions Supervised: None

POSITION SUMMARY:

Provides educational technologies training and support to faculty, staff, and students. Supports and trains in educational technologies such as advanced printing, software, audio/video, desktops, and other instructional technologies. Explores new/modern educational technologies for on campus integrations through testing and training before implementing. Performs essential functions personally, through others, or in conjunction with designated personnel or outside vendors/experts.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more "major life activities" to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

Oversees pedagogical hardware including 3D printers, interactive displays, document cameras, sound systems, projectors, room control systems, and related hardware.

Supports academic technologies on campus, to include but not limited to: Learning Management Systems, Zoom, Teams, Panopto (or lecture capturing and hosting program), and other related educational applications.

Operates within a support ticketing system.

Installs and supports audio/video equipment and controls in educational spaces.

Provides support for users in common desktop applications, answers questions, and resolves issues (Windows, Mac, and Linux environments) utilizing email, telephone, and/or remote support tools.

Identifies, assesses, and resolves problems through research, vendor contact, or other departmental staff.

Installs, configures, and maintains PCs (of all operating systems).

Other Job Functions:

Provides educational event support.

Performs other Duties as assigned

POSITION QUALIFICATIONS: (The **minimum** knowledge, skills, abilities, licenses, certifications, necessary to perform the essential functions of the job.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through **education, experience, training, licensure, certification, or through a combination of the aforementioned.)**

Education and Experience:

Bachelor's degree. (Targeted training may substitute for a bachelor's degree as determined by the Director of IT and Communication.)

Three years of professional experience in a field that is directly related to the essential functions with specific experience facilitating integration of technology in an educational environment.

Knowledge and demonstrated proficiency in:

Scripting or programming language(s) including, but not limited to, Python, PowerShell, Crestron, C++, and other similar programming.

Basic software and troubleshooting.

Basic audio/video setups and operations.

Desired Knowledge: Bachelors degree in Education, Technology or related field.

LICENSE or CERTIFICATION (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) N/A

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform the essential functions of the job.)

To fully meet job expectations, the incumbent must:

- Utilize remote desktop support tools to assist end users in problem resolution and/or training.
- Demonstrate proficiency and proper utilization of necessary and appropriate software to the extent required to effectively perform the essential functions.
- Communicate verbally and in written form effectively using a variety of styles and techniques appropriate for the intended audience.
- Install, support, and instruct in the use of software suites/packages, including but not limited to Office 365.
- Program, and setup, audio/video control systems, as well as train end users in proper operation.
- Answer support calls and be able to troubleshoot with support over the phone.

- Aptitude to learn and adapt to new and future educational technologies.

ABILITIES (*Natural talents*, *developed proficiencies*, and or *other job-related requirements* necessary to perform the essential functions of the job. This section includes **observable behaviors or behaviors that produce observable** results.)

To fully meet job expectations, the incumbent must have the ability to:

- Work proactively and independently with little supervision.
- Balance multiple projects and unstructured tasks within deadlines.
- Work under pressure while maintaining a professional demeanor.
- Work evenings and weekends as required.
- Work with individuals with a wide range of technical expertise and relate technical solutions to end users in translated, easily understandable terminology.
- Communicate in a respectful, pleasant, and courteous manner within and outside the department.
- Maintain confidentiality regarding sensitive matters.
- Acquire and apply new knowledge through personal development, research, on the job experience, training, or education.
- Model standards of honesty, integrity, trust, and ethical behavior.

PHYSICAL REQUIREMENTS: The following represent the physical requirements of the essential job functions: Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling, climbing, and unassisted lifting (up to 50 pounds) associated with the job duties is required.

WORK ENVIRONMENT: Typical environment is an office setting with moderate noise. May work in other locations on or off campus to include outdoors.

DISCLAIMER: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. *It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.* Additional functions and requirements may be assigned by the supervisor as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Executive Signature: _____ Date: _____