



**Job Title:** Classroom and Desktop Support Specialist

<b>Date of Issue:</b>	2016	<b>CBU:</b>	UMPSA
<b>Position No:</b>	00022960	<b>Job Family:</b>	7901
<b>Department:</b>	SITCSUMA	<b>OT Eligible:</b>	Exempt
<b>Campus:</b>	University Services	<b>Wage Grade:</b>	03

**I. Position Summary:**

The primary purpose of the Classroom and Desktop Support Specialist is to provide direct support for live and urgent classroom issues that utilize course capture and multimedia technologies. The position is secondarily responsible for providing general desktop support for faculty and staff computers and devices.

**II. Essential Duties:**

- Provide direct and responsive support for live and urgent hardware and software issues in course capture and multimedia-enabled classrooms.
- Provide general desktop support for computers, mobile devices, printers, and peripherals.
- Ensure operational integrity and performance of course capture and multimedia technologies in classrooms.
- Monitor and ensure network stability through troubleshooting, direct support, and coordination.
- Develop, implement, and maintain software images for classroom, instructor station, lab, and end user computer systems.
- Stay current with relevant, emerging technologies and makes recommendations for upgrades and replacements.
- Work with applicable US:IT and campus departments on the installation, maintenance, and troubleshooting of course capture and multimedia technologies.
- Provide on-site technical coordination for service delivery teams to include routine, non-routine and project management support.
- Assist with workflow development and the continuous analysis and improvement of support processes both internally and with other groups.

**III. Reporting Relationship:**

The *Classroom and Desktop Support Specialist* reports to the *Campus IT Operations Manager*.



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### **IV. Supervisory Responsibilities:**

Responsible for direct and indirect supervision of student employees. Supervisory responsibilities include student employee hiring, scheduling, work assignment, training, performance evaluation, and initiation of disciplinary actions.

### **V. Knowledge, Skills and Qualifications**

#### **Required:**

- The equivalent of three years of full-time experience performing related technical support
- Demonstrated working knowledge of computer and mobile device operating systems, software applications, and hardware platforms
- Demonstrated working knowledge of course capture and presentation systems, projectors, smart boards, and audiovisual systems
- Collaborative and an effective communicator who possesses a strong customer service orientation and a demonstrated ability to establish and maintain cooperative working relationships with a diverse population like faculty, staff, students and others
- Demonstrated ability to providing effective technical solutions for a diverse community within a changing environment and the ability to communicate software and presentation technologies to all levels of users
- Must function cooperatively and productively as a member of a unit; work independently with minimal supervision; possess demonstrated ability to quickly learn and implement new technologies; maintain currency with technical changes; and possess organizational and prioritization skills
- Valid driver's license for travel, both in-town and to other UMS locations as needed

#### **Preferred:**

- Four years related, specialized post high school education or an equivalent combination of education and experience
- Supervisory, leadership or project management experience
- Relevant professional certification(s)
- Experience with desktop management solutions, network management, enterprise applications, information security, infrastructure
- Higher education experience



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**Note: University Services reserves the right to change or assign additional duties as necessary.**

**VI. Working Conditions:**

**VII. Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date:

Employee Printed Name:

Immediate Supervisor Signature/Date:

Immediate Supervisor Printed Name: