WARTBURG COLLEGE
POSITION DESCRIPTION
Title of Position: Learning Spaces Support Specialist
Preparation Date: 6/17/2020

Function of Position:
Responsible to the Assistant Vice President for Information Technology Services for coordinating campus-wide management of technologies within learning spaces. Provides support for technologies and the associated software used in classrooms and labs by faculty, staff and students. This is a full-time (12 month) position.

Principal Duties and Responsibilities:
1. Coordinates with ITS staff in the evaluation, recommendation, design, installation, and implementation of new classroom technology as well as perform upgrades on systems including, but not limited to, classroom computers, projectors, speakers, control modules, switchers, document cameras, electronic whiteboards, and related wiring infrastructure. Perform service and support on all classroom technology including maintenance, repair, and replacement of equipment. (35%)

2. Responsible for managing learning technologies in learning space locations including classrooms, classroom labs, lecture halls and related learning spaces. Takes escalations from the Techline Help Desk as needed to provide responsive support during class time. (10%)

3. Provide the second level technical support and problem-solving expertise on campus computing and communications device issues for faculty, staff, students and the computer lab environments. Troubleshoots problems in order of priority and timeliness. Interacts with internal specialist(s) and searches various technical resources such as manuals, vendor web sites, and technical discussion forums to locate information required to accurately solve problems. (20%)

4. Enter appropriate data into the call tracking and inventory databases in a timely manner. Ensure that new equipment is added in a timely manner before deployment and that retired equipment is removed from the active list. Manages removal of retired equipment through surplus processes. (5%)

5. Receive and inspect multimedia and learning technology equipment. Register, tag and inventory all gear. Ensure that appropriate security is installed on equipment that needs securing. (5%)

6. Train and coordinate ITS Techline student workers to assist with learning spaces and multimedia support. (5%)

7. Maintain current knowledge of learning spaces technologies through contacts with external vendors of related hardware and software, as well as through reading trade journals, and attending educational sessions. Share technical knowledge with others on the staff. (5%)

8. Determine needs and deliver training and develop documentation related effective use of multimedia and learning spaces technologies (10%)

9. Act in a customer-focused manner. Provide service to clients that meet or exceed expectations. Continually evaluate processes, looking for ways to eliminate nonessential tasks or improve quality. Contribute positively to the team by performing daily work in a professional manner and treating co-workers as clients. Make decisions that increase customer satisfaction. (5%)

Supervision:
Employee proceeds independently working toward objectives established by the Assistant Vice President for Information Technology Services, requiring the use of a wide range of procedures. Employee prioritizes own work and resolves even the most unusual cases after consulting with the affected personnel.

Minimum Qualifications:
- Requires an Associate's degree or equivalent with experience in audio-visual equipment and applications. Bachelor's degree preferred.
- Must have strong analytical and problem-solving skills in order to solve technical problems and to understand the needs and problems of the clients.
- Requires excellent interpersonal relation skills in order to consult effectively with faculty, staff and students.
- Night and weekend hours are occasionally required throughout the entire year.

Application Procedure:
Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until position is filled.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from members of underrepresented ethnic and minority groups.