Learning Spaces Student Technician

Position Description
This position is responsible for providing technical support and troubleshooting for classrooms supported by the department of Information Technology. The position is responsible for monitoring incoming phone calls, work tickets, and responding to learning spaces as necessary. This position may assist in the installation, configuration, and troubleshooting of audio/visual equipment and instructional technologies within supported classrooms. This position works in a team environment to meet the goals of the Learning Technologies support team.

Reports To
This position reports to the Manager of Learning Technologies with work directed by the Assistant Learning Spaces Specialist.

Pay
This position’s starting pay is $8.50/hour with expected $.25 increases in subsequent Spring and Fall semesters upon depending on success in providing the duties required.

Characteristic Duties
• Monitor incoming calls to the classroom support help desk
• Triage incoming issues for severity to determine appropriate response
• Monitor call-tracking software for incoming support tickets, triage support tickets, and respond in appropriate manner
• Other projects or duties as assigned by the Manager of Learning Technologies

Required Qualifications
• Punctual and reliable
• Excellent troubleshooting skills
• Excellent writing skills (may be asked to provide an example)
• Excellent interpersonal, communication and time management skills
• A desire to work with students, faculty and staff in a professional environment
• A minimum one year commitment

Desired Qualifications
• Customer service experience preferred
• Previous experience working within IT at UNI
• Experience in training others on technical topics
• Commitment over the winter and summer breaks