

TECHNOLOGY SUPPORT SPECIALIST

(Full Time –Year Round)

Function: The Technology Support Specialist is responsible for the installation, maintenance, and support of all academic and operations technology on campus.

Reporting to: Director of Technology

Committee Memberships: None

Duties and Responsibilities:

- Function as initial contact for all technology support requests from the faculty, staff, and students.
- Assist with the design, implementation and maintenance of projects of the Technology Office
- Plan, coordinate and implement technology education for PG Orientation, International students, mid-year students, and new employees.
- Coordinate and provide the technology support for standardized testing administrations.
- Design learning resources for faculty, staff and students.
- Attend conferences, workshop, seminars and other events in order to stay current with current and emerging technologies.
- Coordinate and support all school owned cell phones.
- Research, recommend and requisition hardware, software and related resources in areas of responsibility
- Coordinate the installation and maintenance of all non-network related hardware and software.
- Coordinate the troubleshooting and repair of all hardware and software.
- Maintain an accurate and up-to-date inventory of technology resources