



Student and Event Technology Coordinator

Franklin College is accepting applications for a Student and Event Technology Coordinator. This is a salaried, full-time position reporting to the Academic Technology Coordinator. This support position currently works the hours of: Monday – Thursday 9:00 am - 6:00 pm and Friday 8:00 am - 4:00 pm. Hours are flexible to meet evening event support needs.

Job Description:

- Provide limited hardware support for all students on campus.
- Provide software support to students for campus standard applications.
- Perform troubleshooting and support for the fleet of laptops available for check-out in the Franklin College Student Center.
- Administer student laptop purchase program with external vendor.
- Provide student technology orientation and promote security best practices in compliance with campus security policies.
- Administer/support technology used for teaching both inside and outside the classroom.
- Provide backup support for printing and copying in Hamilton Library.
- Coordinate and provide technology support for all campus events.
- Work with Academic Technology Coordinator in A/V implementations.
- Other Duties as assigned by the Academic Technology Coordinator
- Run the NetEqualizer system
- Other duties as assigned

Supervisory Responsibility:

General supervision is received from the Academic Technology Coordinator. May exercise supervision over student workers.

Education and Experience:

- 2-year degree in related field, 1 to 5 years' experience in related area
- knowledge and experience of customer service practices
- related experience and training in troubleshooting and providing desktop and laptop support
- Knowledge of the following:

- Microsoft Office products
- Browsers: Internet Explorer, Chrome, & Firefox
- Adobe Creative Suite
- Adobe Acrobat
- Microsoft Windows, Mac OS X, Android, & iOS
- Microsoft System Center Configuration Manager
- ShoreTel Communicator (VOIP)
- Miscellaneous purchased software
- Understanding of academic technology.
- Understanding of sound equipment helpful.
- Excellent verbal and interpersonal skills.
- Ability to adapt to quickly changing environments.
- Excellent organizational and multitasking skills.
- General knowledge of Windows servers and Linux systems is a plus

Physical Demands:

This job functions in a professional office environment. Occasional duties do include installing networking equipment and related cabling. Job tasks do not involve occupational exposure to blood, body fluids or tissue – Category III

Review of applications will begin immediately and will continue until the position is filled. No relocation expenses are provided. Interested candidates should send (via email preferred) a cover letter, 3 professional references, and resume to:

Employee Resources
Franklin College
101 Branigin Blvd.
Franklin, IN 46131
employeeresources@franklincollege.edu

Franklin College is an Equal Opportunity Employer. Individuals with the ability to contribute in meaningful ways to the college's continuing commitment to cultural and gender diversity, pluralism, and individual differences are encouraged to apply.