Classroom Technology Specialist Job

Employer Name: University of Oregon

SpiderID: 12437109

Location: Eugene, Oregon

Date Posted: 4/20/2022

Wage: $19.78 - $36.67 per

Category: Information Technology

Job Code:

Number Of Openings: 1

To be considered for this position, applicants must submit a complete application through the UO Career page: https://careers.uoregon.edu/cw/en-us/job/529267/classroom-technology-specialist  
  
Position Summary  
  
The Classroom Technology Specialist will work as an integral part of the Classroom Technology team to provide technical support and site administration for rooms and equipment. This position will make minor and/or preventive classroom equipment repairs, deliveries, and installations. The Classroom Technology Specialist provides training, consultation, and direct technical support to students, staff, and faculty using technology and information systems in classroom settings. Typical responsibilities include but are not limited to troubleshooting classroom AV and projection systems, monitoring equipment requests and reservations, and helping to maintain the Classroom Technology classroom database.  
  
The incumbent in this position will be expected to work somewhat independently while applying broad knowledge to standard and non-standard technical applications to solve a wide range of problems and accomplish tasks.  
  
This position may be required to work evenings, weekend shifts, and/or holidays in the absence of regularly scheduled staff; academic calendar requirements may impact some types of leave requests during certain times of the year

Minimum Requirements  
  
This classification requires a basic foundation of knowledge and skills of technology and information systems generally obtained through an AA degree in computer science, information systems, educational technology, communications, or related fields, or similar certified course work in applicable fields of study and at least one year of related work experience.  
  
Professional Competencies  
  
 Broad knowledge of and technical fluency with presentation technologies and information systems used in diverse university-level educational settings.  
  
 Demonstrated skills in the use and maintenance of digital and other video and audio projection and presentation devices (ex: video recording, editing and projection equipment; computer workstations; desktop and notebook PCs with multiple operating systems, platforms, and networks; lighting controls; sound systems).  
  
 Familiarity with classroom control systems such as Crestron, AMX, Extron and Biamp control and configuration. Classroom Technology has standardized Crestron for classroom control systems.  
  
 Emergency classroom technology assistance requires the ability to quickly and accurately diagnose and correct complex problems involving computer and projector settings, cable and network connections, and room systems in live settings such as large classrooms with students and professors present.  
  
 Must have the ability and patience to train others and provide consultation to users of various skill levels in the use of specialized AV and/or computer equipment.  
  
 Requires ability to work with minimal supervision and must work well independently as well as with groups.  
  
 Must be able to work in an environment of high activity with constant interruptions.  
  
 Must make effective use of time. Workflow is cyclic and workloads sometimes sporadic, so it is essential to take initiative.  
  
 Must be able to work for long periods under artificial light.  
  
 Outstanding track record in service delivery, customer service, and internal communication.  
  
 Ability to address customer escalations with tact, and diplomacy.  
  
 Excellent written and interpersonal communication skills. The incumbent must be able to communicate with a wide range of users and partners, as well as with students, faculty, and staff from a variety of diverse backgrounds.  
  
 Excellent troubleshooting skills and experience.  
  
 Ability to and experience with managing multiple projects and competing priorities.  
  
Preferred Qualifications  
  
 Experience with event service design and support.  
  
 Experience in higher education, preferably in a media center or technology support role.  
  
 Previous lead-work or supervisory experience.  
  
 Experience with ITIL or ITSM, or other technology industry-based framework.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required: 1  
  
  
Education Required: Other  
  
  
Overnight Travel:   
  
  
Vacation Time:

Health/Dental Benefits, Retirement Benefits

Contact Name: Donna Hanks

Company:

Eugene

Oregon

97403