

Technology Integration Specialist I

Job Code 50017757

General Description

Responsible for providing critical or emergency technical support to classrooms and technical troubleshooting for instructional spaces.

Examples of Duties

Install, maintain, and support audio/visual/presentation technologies and computer systems for instructional spaces.

Provide emergency troubleshooting operations to instructional spaces.

Communicate with faculty, staff, and co-workers.

Maintain accurate inventory.

Create educational support materials.

Coordinate services and resources within Instructional Technologies and the University community.

Provide technical training to faculty, staff, co-workers, and students.

Schedule pre-semester training.

Conduct training surveys.

Identify and evaluate technology.

Provide video conferencing support.

Handle special requests from faculty to install user-owned/TX State Site Licensed software.

Design and fabricate custom solutions such as mounts, cabinets, support mechanisms, or unique hardware.

Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of: Personal computer software to include: Microsoft Excel, Access, Word, Outlook, Publisher, PowerPoint, File-maker, Adobe Creative Suite, Bomgar, Web-checkout, SAP, MS Share-point, Cherwell, GATO, SCCM, Symantec Ghost. Formulas and principles for designing and testing audio and visual systems concurrent with CTS Certification, Video conferencing, A/V design and construction standards.

Skill in: Writing reports, technical manuals, and other documents; working effectively in teams; selecting new technology; integrating equipment.

Ability to: Read and interpret correspondence, technical manuals, diagrams, use measuring devices, and blueprints; perform intermediate math; discuss conflict openly for problem resolution; communicate technical material to lay persons; understand complex oral instructions; analyze technical issues reported in classrooms under time constraint; prioritize workload; follow directions; prepare material for presentations; work under pressure and time constraints, while managing multiple priorities; listen to and interpret customer requests.

Experience and Education

Any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements

Must currently maintain a valid ANSI/ISO General CTS Certification, or obtain this certification within 6 months of employment.

Must currently maintain a valid Microsoft Technology Associate Certification (MTA), or obtain this certification within 12 months of employment.