



**DATE ISSUED:** 04/09  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Instructional Support Specialist II

### **JOB SUMMARY**

This position is responsible for on-demand classroom/lab/special event technology support installed in classrooms, computer labs, and public events. Provides varied tasks relating to the direct support of end users of instructional technology systems and services for both classroom and public event purposes. The instructional support specialist II provides a high level of customer service; actively works to trouble shoot complex problems related to desktop hardware, classroom technology, and software; directs users to appropriate information technology services teams for support, development and training; and communicates to the manager end user issues and concerns. The instructional support specialist II provides technical assistance in the support of inter-networking systems, multimedia, and video-conferencing in addition to providing extensive specialized training for event support. Work is performed under the general supervision of the Director of Instructional Operations and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Directors (s)

*Supervises:* May supervise student assistants, temporary and permanent employees

### **PRIMARY DUTIES - May include, but not limited to the following:**

Schedules and sets-up audio/visual for academic and non-academic events.

Serves as technician for designated academic and non-academic events with a high level of customer service.

Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.

Installs, service and support desktop/classroom systems.

Supports standardized software installation, including training and troubleshooting.

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Assists with the development, testing, and implementation of instructional technology applications.  
Assists other teams within the Office of Information Technology.  
Maintains procedures and policies to ensure the security and integrity of systems/networks.  
Assists in the implementation of institutionally appropriate and effective disaster recovery plans.  
May be required to work a flexible schedule, including nights, weekends and holidays.

### **ADDITIONAL DUTIES**

Participate in end user product testing and evaluation.  
Demonstrate product functionality and performance for end users.  
Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Some college, or technical short courses and seminars relating to computing and telecommunications preferred.

### **EXPERIENCE**

Three years experience in instructional technology systems with emphasis on customer service and problem resolution. Previous Help Desk, classroom technology, field support, or telephone support experience preferred. Three years of additional job related experience may substitute for required education on a year for year basis.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Knowledge of modern computing, networking and communications systems.  
Working knowledge of office practices and methods.  
Ability to operate or learn to operate office machines required to perform the assigned work.  
Ability to perform mathematical calculations and/or verify information accurately.  
Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.  
Ability to use a personal computer keyboard and read a personal computer screen.  
Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.  
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.  
Ability to communicate effectively orally, by phone, in person, and in writing.  
Ability to represent the department and University in a friendly, courteous, and professional manner.  
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to respond to emergency situations in a timely manner.

Ability to deal well with ambiguity and fast-paced change.

Ability to engage in self-directed learning of new technology applications quickly and efficiently.

### ***PHYSICAL DEMANDS***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

### ***WORK ENVIRONMENT***

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing this job, the employee may be required to travel. Daily exposure to PCs and networks. May move heavy equipment and boxes. May require long hours and weekends.

### ***SAFETY***

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***