



DATE ISSUED: 01/09

FLSA: Exempt

PTO: VCS

JOB DESCRIPTION

TITLE

Instructional Support Specialist III

JOB SUMMARY

Provides varied tasks relating to the direct support of end users of instructional technology systems and services. This position serves in a support function to end users in the use of instructional technology using audio and video, computer, and web based applications. Primary focus is on customer service, including direct support of co-workers in the delivery of services and resources. Faculty development support and e-learning program support is also a function of this position. Employee in this position often works independently with coordinated support and management from within the unit team. Work is performed under limited supervision 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 the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Department Director/Manager

Supervises: May supervise Student Assistants, temporary and permanent staff

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

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

Installs, services and supports desktop/classroom systems.

Supports standardized software installation, including training and troubleshooting.

Assists other teams within the Technology and Information Services division.

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.

Continually develop and maintain technical skills to ensure high quality levels of technical support for end users.

May serve as a project manager or team leader.

Respond to emergency or on-call situations in a timely manner.

ADDITIONAL DUTIES

University or community related service that may directly or indirectly impact institutional goals or initiatives.

Participates in end user product testing and evaluation.

Demonstrates product functionality and performance for end users.

Performs other duties as requested.

EDUCATION

Some college or technical short courses and seminars relating to computing and telecommunications. Associate's degree or Bachelor's degree or technical certification preferred.

EXPERIENCE

Three years experience in information technology systems with emphasis on customer service and problem resolution. Previous experience with instructional technologies, audio/visual systems, online learning management systems, Microsoft Office suite applications, Help Desk, field support, or telephone support experience preferred.

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

Knowledge of modern computing, networking and communications systems.

Ability to organize and work effectively with an understanding of organizational policies and activities.

Positive track record of successful communication and problem-solving skills.

Committed to providing quality customer service.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

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 deal well with ambiguity and fast-paced change.

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

Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.

Ability to use a personal computer and other office equipment.

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 is occasionally required 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 50+ pounds.

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. The employee may be required to travel. Daily exposure to PCs and networks. 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:** _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

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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.