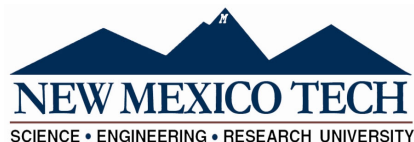


Posted: December 20, 2022



POSITION ANNOUNCEMENT

TITLE: TECHNOLOGY SUPPORT SPECIALIST (2)

DEPT: ACT

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$40,000-\$42,000

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: Concurrent* CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

Under the supervision of the Director or classroom manager, this position will run equipment in DE Classrooms. Maintain, repair and replace equipment in DE classrooms as needed. Research potential improvements in lecture capture and delivery technology. Provide support to faculty and staff. Coordinate special events with faculty. Work closely with the classroom manager on implementing hardware upgrades, wiring, and installation needs. Troubleshoot and research audio and video issues. Attend trainings, department meetings and participate in discussions. Use professionalism, cordiality, and concern to acquire the trust and confidence of faculty and staff and other duties as assigned.

JOB FUNCTIONS:

Install additional wiring, Repair, and tune systems for proper function.	25%
Provide excellent customer service to staff, faculty, and students.	15%
Train faculty and staff using Zoom and classroom hardware.	10%
Setup and meet professors for webinars on a case basis.	10%
Collaborate with ITC in the planning of updated image templates.	5%
Setup and install new Crestron hardware, computers, and peripherals for smart classrooms.	15%
Collaborate with ITC in the planning of updated image templates.	10%
Other duties as assigned.	10%

REQUIRED QUALIFICATIONS:

Read and comprehend instructions, write information and complete simple forms. High School (or GED) level ability in spelling, grammar, composition and math. Basic computer and classroom hardware troubleshooting skills. Experience in providing support in an institutional setting. Self-motivated and able to meet department goals. Ability to create and execute on-the-field solutions. Understand the business terminology and keep abreast of technology changes in products and services.

DESIRED QUALIFICATIONS:

Associate's degree or completion of program 18+ months after high school in Computer science, networking, audio/video field. Setup and calibrate audio/video installations. Experience in installation and management of cabling.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	O
50 - 100 pounds	S
100 + pounds	S

PHYSICAL DEMANDS:

Standing 30%	Sitting 40%	Walking 20%	Pulling
Pushing	Lifting 10%	Stooping	Kneeling
Crawling	Climbing	Reaching	Other

Apply to: nmtjobapps@npe.nmt.edu