

POSITION VACANCY

POSITION: Client Support Specialists

DEPARTMENT: User Services

CLASSIFICATION: Part-Time

SCHEDULE: *Academic Year* *Non-Academic Year*
 Tuesday–Thursday 12:30pm-6:30pm Monday-Friday 8:30am-4:30pm
 Friday 12:30pm-4:30pm
 Saturday 7:30am-3:30pm

DIVISION: Information and Instructional Technologies

POSITION REPORTS TO: Managing Director of User Services

JOB FUNCTION: The Client Support Specialist provides a range of hardware and software support to faculty, staff, and students during nights and weekends. The Client Support Specialist maintains a close and responsive working relationship with the personnel of the MIS, Instructional, Student Support Services, and User Services teams

ESSENTIAL ELEMENTS:

1. Concentration in media related technologies
2. Works closely with the members of the User Services team to support daily use of technology in class rooms and presentation venues.
3. Assists faculty and students with daily technology needs.
4. Schedules and tracks usage of portable technologies including laptop computers, LCD projectors, broadcast production equipment, cellular internet devices and conventional audiovisual resources.
5. Maintains Computer labs (preventative maintenance).
6. Prepare and support new hardware and software installs.
7. Assist with imaging process.
8. Assist with the development of Student Support Services
9. Responsible for the evening and weekend operation and supervision of the Computing Center and Labs.
10. Serves as shared resource person to campus wide information technology help desk.
11. Provides or coordinates faculty and student requested audio-visual production including classroom videotaping, special event video/streaming needs, and audio taping.
12. Maintains (troubleshooting and minor repair) audio, video and computer equipment; multimedia classroom and auditorium facilities campus wide.
13. Support digital signage network.
14. Obtain appropriate vendor certifications.

15. Support multimedia facilities for campus presentations
16. Supports Conference and Event Services to meet the technology needs for on-campus special events.
17. Monitor Help Desk Queues and distribute tasks to Student Support Services as needed.

NON-ESSENTIAL ELEMENTS:

1. Acts as backup support for student lab assignments.
2. Provides services after hours and weekends as required.
3. Performs other related duties as assigned.

REQUIRED SKILLS, EXPERIENCE AND TRAINING:

1. B.S. / B.A. degree in related field preferred or one to three years of relevant experience.
2. Experience with conventional and computer based instructional technologies including both operational and maintenance abilities.
3. Excellent communication / client service skills.
4. Strong PC troubleshooting skills
5. AMX and Crestron experience desired
6. Evening and weekend work required.

WORKING CONDITIONS:

Typical office working conditions in addition to the ability to bend, stoop, reach, sit, stand, and lift approximately 15-20 pounds on regular basis and finger dexterity.

Interested candidates, please email resume and cover letter to hrjobs@kings.edu.