POSITION:	Academic Labs, Classrooms & Services Coordinator
REPORTS TO:	Director of Web & Client Services
DATE POSTED:	July 24, 2017
DATE AVAILABLE:	Immediate
REQUISITION NUMBER:	2017356

Summary/Objective: This posting is for a full-time, 12-month, 40 hours per week, exempt position. This coordinator is responsible for the smooth operation and coordination of all University classrooms, computer labs, meeting spaces and technologies.

The Academic Labs, Classrooms & Services Coordinator is responsible for support, processes, and procedures related to managing and maintaining technology in the University's large venue areas, public spaces, conference rooms, classrooms, labs, and for event support. This support is inclusive of working collaboratively across the University to define the specifications, plan for changes, implement, and maintain the technology for the defined use. Additionally, the Academic Labs, Classrooms & Services Coordinator will collaborate across schools, departments and within IT to define effective standards, policies, processes and procedures for the evaluation, acquisition, and ongoing management and maintenance of University academic technology spaces.

These duties include technical configuration of equipment (e.g., minor repair and upgrades for Apple and Window computers, academic software installations, assistance with creation and deployment of computer images, hardware and software troubleshooting, printer configuration and support).

This position, in collaboration with Academic Technology Services, the Center for Teaching Excellence and Academic Affairs supports faculty and space-based pedagogical endeavors throughout the university.

This position, in collaboration with the Infrastructure Technician and the Event Setup Coordinator (Facilities Office) supports all technology enhanced multimedia facilities on campus for UF functions and hosted community use.

This position also provides training for faculty and assigned staff members in the use and troubleshooting of multimedia systems. And, as time permits, this position provides planning and coordination of technical training for faculty and students. Duties of this position may include evening and weekend hours, as needed.

Required Education and Experience:

1. Bachelor's degree.
2. Previous experience with audio visual and computer technology used in large venue areas, conference rooms, classrooms and labs.
3. Previous experience supervising employees.
4. Ability to troubleshoot advanced technology issues.
5. Proficiency in Windows and macOS operating systems, general productivity applications, and their deployment.
6. Certification or experience with maintenance and configuration of Extron and Crestron equipment.

Preferred Education and Experience:

Note that this will include support for all technology enhanced multimedia facilities on campus, for both UF and hosted community use, and will include evenings and weekends as needed. It might also include an expanded training and troubleshooting role for them to work with faculty and the assigned staff members in individual buildings who help with multimedia issues.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversee the staffing and usage of all university computer labs, multi-media and computer classrooms, and coordinate the scheduling of these rooms.
2. Help to coordinate the hardware and software maintenance of all labs and computer classrooms, including hardware and software replacements, upgrades and additions.
3. Assist with academic consulting and technical support for faculty and students.
4. Plan and coordinate the faculty/staff training program with emphasis on software applications adopted by the university.
5. Responsible to ensure the technology deployed in supported space (large venue areas, public spaces, conference rooms, classrooms, and labs) throughout the University is continually working as designed. This includes continually reviewing and refining documentation, policies, processes and procedures for these assets in conjunction with the Technology Support Services Manager.
6. Works with direct supervisor to establish and maintain service level agreements to meet the community needs.
7. Participates in the planning, training, and support for new equipment and software related to support spaces.
8. Responsible, in conjunction with direct supervisor and other relevant offices/committees, for defining an annual methodology for evaluating current spaces and current needs to determine appropriate capital and operating expenditures to support the community activities.
9. Develops documentation, signage, tutorials, and other content to assist users of our facilities and with the use of technology.
10. Develops content and trainings, in conjunction with Academic Technology Services and the Center for Teaching Excellence, faculty and staff on the effective use of classroom technology in conjunction with the Library and other University groups responsible for academic technology support.
11. Responsible for the creation and management of related website, knowledgebase, and self-help content for end user and technology support team use.
12. Works in conjunction with the registrar's office to ensure the classroom technology appropriately aligns with the needs and activities in learning spaces.
13. Provides technology support and training for audio visual equipment and computer technology in large venue areas, conference rooms, classrooms and labs.
14. In collaboration with direct supervisor defines audio visual, hardware and software specifications for the labs and classrooms.
15. Provides event support through pre-event technology consultations and coordination of technology assets and human resources for large venue areas, conference rooms and classrooms.
16. Works strategically with cross-functional teams through participation in planning for and contributing to the delivery of academic technology & software solutions.
17. Perform all other duties deemed appropriate for this position

Competencies:

1. Technical Capability.
2. Strategic Thinking.
3. Communication Proficiency.
4. Teamwork.
5. Thoroughness.
6. Organizational Skills.
7. Integrity.
8. Reliability.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The Office of Human Resources will accept complete applicant files for Requisition Number 2017356 until the position is filled. Send UF Employment Application and résumé to: University of Findlay, Office of Human Resources, 1000 N. Main St., Findlay, OH 45840, HR@findlay.edu or fax information to 419-434-5976.

This position will accept applications of both on-campus and off-campus simultaneously.

The University of Findlay is an Equal Opportunity Employer/Affirmative Action Employer Male/Female/Disabled/Vet.