Job Title: Classroom Support Technician, Lead

BCAT Code: 09OP01  Effective Date: April 1, 2007
Pay Grade: G15  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Provides advanced support in implementing classroom technology, such as reporting, recording and dispatching the appropriate technology employee to assess and repair reported problems, and plans and researches the appropriate technology for the classrooms. Troubleshoots and installs technology equipment.

Examples of Duties
- Answers the classroom support hotline and provides advanced level technical support via the telephone or other communication device.
- Provides technical assistance in the use of software and hardware by researching, programming, and testing the equipment.
- Supervises lower level technicians.
- Trains, orients and advises faculty, staff, and students.
- Dispatches the appropriate technology employee to the appropriate location.
- Prepares regular reports of calls received, dispatches, and technology problem resolutions at intervals.
- Troubleshoots, installs, checks, and verifies technology equipment.
- Attends conferences and seminars to keep current on new software and hardware.
- Performs other advanced level classroom technology support duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies, procedures, and technology equipment.
- Knowledge of basic computer operations and software, such as spreadsheets and word processing.
- Effective time management and organizational skills.
- Effective oral and verbal communication with external and internal customers.
- Ability to multi-task, pay attention to detail, train staff, and exhibit excellent customer service.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.