General Description
Provides general support in implementing routine classroom technology by reporting and dispatching the appropriate technology employee to assess and repair reported problems.

Examples of Duties
- Receives classroom technology problem reports.
- Answers the classroom support hotline and provides basic technical support via the telephone.
- Dispatches the appropriate technology employee to the appropriate location.
- Records and monitors classroom technology problem reports on information systems.
- Assists with general operations and the running of the office.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies and procedures.
- 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, and exhibit excellent customer service.

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

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.