Job Title: Classroom Support Technician, Associate

BCAT Code: 09VE18                   Effective Date: April 1, 2007
Pay Grade: G12             FLSA Status: Non-Exempt     Revision Date: August 28, 2014

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

Examples of Duties
- Primarily receives classroom technology problem reports.
- Answers the classroom support hotline and provides higher level technical support via the telephone or other communication devices.
- Dispatches the appropriate technology employee to the appropriate location.
- Records and monitors classroom technology problem reports on information systems.
- Prepares regular reports of calls received, dispatches, and technology problem resolutions intervals.
- Performs other classroom technology support 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 skills with external and internal customers.
- Ability to multi-task, pays attention to detail, and exhibits excellent customer service.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of related experience; 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.

Office of Human Resources               Classification Section