Job Title: Classroom Support Manager

BCAT Code: 09OX56  Effective Date: April 1, 2007
Pay Grade: G20  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Provides advanced support in implementing classroom technology, and manages the support program operations, and plans and researches the appropriate technology for the classrooms. Troubleshoots and installs technology equipment.

Examples of Duties
- Manages the classroom technology support operations, such as receiving calls, answering customer requests, and dispatching technology employees.
- Supervises lower level technicians.
- Trains, orients and advises faculty, staff, and students.
- Manages the preparation of regular reports of calls received, dispatches, and technology problem resolutions at intervals.
- Supervises the troubleshooting and installation of technology equipment.
- Checks and verifies installed equipment.
- Attends conferences and seminars to keep current with 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 operation 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, supervise staff, and exhibit excellent customer service.

Minimum GSU Hiring Standards
Bachelor’s degree and four years 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.