Job Title: Classroom Support Technician, Intermediate

BCAT Code: 09ON10  Effective Date: April 1, 2007
Pay Grade: G13  FLSA Status: Exempt  Revision Date: July 1, 2013

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

Examples of Duties
• Receives primarily classroom technology problem reports.
• Answers the classroom support hotline and provides professional level technical support via the telephone or other communication device.
• 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 at intervals.
• Troubleshoots and installs technology equipment.
• Checks and verifies installed equipment.
• 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 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 and two 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.