

## Job Description

Please check one of the following:

- New  
  Update  
  Advancement within same zone  
  Promotion to Higher Zone  
 Other

### 1. General Information

Date: 8/6/2019	Working Job Title: Learning Spaces Support Associate	Position #: 3028
Employee Name: T.B.A.	Title Code: 49302315	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010181
Name of Supervisor: Keith Derickson	Job Family Zone: Associate	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 15021	Zone Code: IT10H	Funding Source: 9229110010
<b>FOR HR USE ONLY:</b>		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

### 2. Job Summary

Assist the Learning Spaces team by providing excellent front-line customer service, both in person and remotely, to users in campus learning spaces. Assist faculty, staff, and students with technology in a teaching and learning environment. Troubleshoot issues with computer and related systems at the time of the issue and after-the-fact in all supported spaces on campus. Identify reoccurring problems and provide suggestions on long term improvements to learning spaces. Provide installation support as needed on learning space projects including equipment installation, equipment setup, asset management, and documentation.

### 3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<b>Learning Spaces Support</b> Act as primary support for learning spaces across campus Document support calls and keep all learning spaces support help tickets current Keep maintenance and utilization records and create status reports as requested Build relationships with users in all learning spaces through regular visits before and after classes throughout the semester Provide immediate training to faculty when necessary to solve urgent problems Provide technical input and recommendations for upgrade decisions	<b>75%</b>	*
<b>Classroom / Learning Spaces Installation Support</b> Provide installation support for Learning Spaces projects.	<b>20%</b>	*
<b>Miscellaneous Duties as Assigned</b>	<b>5%</b>	

**4. Zone Definition Factors** (Provide additional information not contained in the Duties & Responsibilities)

**A. Knowledge, skills and abilities**

Working knowledge of audio/video systems and computer technologies. Demonstrated ability to communicate effectively with Faculty/Staff with a wide range of computing/audio/video backgrounds. High degree of accuracy and attention to detail required.

**B. Problem Solving / Decision Making**

Regularly displays independent problem solving of complex problems.

**C. Interactions**

Daily interaction with Faculty, Staff, Students and Co-workers.

**D. Nature of Supervision**

Supervision Over:  Reg Staff  Temp Staff/Students  No Supervision  
Supervision Received:  Close  Moderate  Limited/None

**E. Impact**

Errors in this position will mean immediate failure of technology equipment in the supported general classrooms, interrupting classes attended by Faculty and/or students.

**5. Minimum Qualifications** (indicate "required" and "preferred" for each qualification)

**A. LEVEL OF EDUCATION:**

Associate's degree; equivalency considered  
Bachelor's degree; preferred

**B. YEARS & TYPE OF EXPERIENCE:**

Two years of customer service experience with demonstrated knowledge of computer systems; required

**C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:**

**D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:**

Must have strong communication skills, both oral and written communication; required  
Ability to work independently and as part of a team; required  
Strong organizational skills; required  
Ability to work in high pressure environments; necessary  
Experience support audio/visual systems including video switching and projection, audio reinforcement, and control systems; preferred  
Experience in computer related training; preferred

## 6. Physical Requirements

### 1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

May encounter stressful situations in dealing with Faculty when computer/audio/video equipment is not working properly in the classrooms. Hours spent at the computer monitor may cause neck/back strain. Work outside normal business hours may be necessary.

### 2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

### 3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

**5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:**

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. PATIENT CARE AND RESEARCH JOB**

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<input type="text"/>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Wearing hearing protection apparatus	<input type="checkbox"/>	<input type="text"/>
Working with laboratory animals	<input type="checkbox"/>	<input type="text"/>
Exposure to chemical hazards	<input type="checkbox"/>	<input type="text"/>
Wearing protective clothing	<input type="checkbox"/>	<input type="text"/>