



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 07/12  
**FLSA:** Exempt  
**PTO:** VCS

***JOB DESCRIPTION***

***TITLE***

Coordinator, Classroom Technology

***JOB SUMMARY***

The Coordinator of Classroom Technology assists in the planning, maintaining and implementing of classroom technology in accordance with established standards. The Coordinator of Classroom Technology works in a constantly changing and demanding classroom technology environment requiring a high degree of customer service support, strong technical skills to assess problems with equipment, strong software skills for classroom technology support purposes, and organizational skills for effective marketing of classroom technology. Good time management, organizational, and technical skills are needed to ensure that the classrooms are operational, documented, and accessible. The Coordinator is also responsible for recommending new procedures for classroom technology and functionality, developing programs for training faculty and staff, ensuring timely implementation of technology tools and resources, and facilitating developmental opportunities for end users. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Senior Integration Analyst

*Supervises:* May supervise student assistants

***ESSENTIAL DUTIES*** - May include, but not limited to the following:

- Provides highly responsible support of technology systems and services for the Office of Technology.
- Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.
- Installs, services and supports desktop, network, and other technical equipment/systems. Responsible for continual review and improvement of system operations practices.

- Provides immediate response to problems and emergency situations affecting normal operations.
- Responsible for proactive review of systems performance.
- Works closely with others within the division of the Office of Technology and appropriate external vendors to ensure efficient functionality of resources.
- May serve as a project team leader for services and initiatives including planning, development, testing, and implementation.
- Provides support and problem resolution for classroom technology systems, technical operations, web-based user documentation and resources.
- Responsible for technical server support and troubleshooting of classroom/classroom control and monitoring system.
- May serve as a liaison between the Office of Technology and end users and vendors.
- May be required to work a flexible schedule, including nights, weekends and holidays.
- May be required to work an on call schedule.
- Responsible for writing and maintaining technical procedures documentation for classroom technology.
- Develops and maintains technical skills to ensure high quality levels of technical support for end users, continually.

### ***ADDITIONAL DUTIES***

- Assist with end user functional support of classroom technology systems.
- May assist end users in video conference facilities.
- Plans or develops relevant user documentation.
- Provides University or community related service that may or may not directly impact institutional goals or initiatives.
- Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree and technical short courses and seminars relating to computing, networking, and telecommunications. Additional technical certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

### ***EXPERIENCE***

Three years experience in a classroom technology environment or information technology environment, preferably in higher education. Previous customer service, classroom technology, or technical support experience preferred.

### ***KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:***

- Knowledge of modern computing, networking and communications systems.
- Ability to organize and work effectively with an understanding of organizational policies and activities.

- Requires the examination and intermediate analysis of technology systems.
- Positive track record of successful communication and problem-solving skills.
- Committed to providing quality customer service.
- Ability to deal well with ambiguity and fast-paced change.
- Requires frequent study and training to ensure high quality levels of technical support for end users.
- Ongoing technical professional development with associated certifications may be required.
- Demonstrated ability in website design content, development, and management.
- Working knowledge of multiple web design technologies, such as HTML, DHTML, JavaScript, and XML.
- Operating systems management.
- OS compatibility and interoperability.
- Account management.
- Risk analysis and continuity management.
- Configuration modification, backup, restore and location (e.g. registry, INI files).
- Directory, file structures and systems.
- Installation of applications.
- Test system utilization.
- Database concepts.
- Software lifecycle management.
- Documentation systems and knowledge database.
- Ability to follow instructions and apply learned knowledge beyond available instructions.
- Ability to work independently and as part of a team.
- Ability to complete complex technical projects, given detailed specifications.
- Ability to work effectively under the supervision of others.
- Strong grasp of basic business principles and business and industry-specific terminology.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment.
- Respond to emergency situations in a timely manner.
- Effectively prioritize tasks in a high-pressure environment.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. May be required to work a flexible schedule, including nights, weekends and holidays. May be required to work an on call schedule.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring***

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***background checks.***