



DATE ISSUED: 09/16
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Collaboration Solutions Technician

JOB SUMMARY

The Collaboration Solutions Technician position will help drive the adoption of university collaboration tools. The technician will evaluate and support the use of new tools as they are introduced to the university, specifically those added to Office 365, Google Application, and existing enterprise conferencing systems. This role will be responsible for the support and implementation of campus collaboration solution on their interoperability on a variety of operating systems. This position will be working with different teams within the Office of Technology and with university process owners. Some work will involve implementing existing tools to improve business processes, and look for new solutions to solve business needs. The technician will be expected to work closely with university stakeholders and become a trusted advisor in technology, solutions development, and process improvement execution. The technician will work collaboratively & cross-functionally to support successful execution of approved projects. The position will also be working closely with project management to regularly update progress and status. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Supervisor, Collaboration Solutions

Supervises: May supervise student assistants, and/or temporary staff as needed.

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

- Works with campus colleagues to define requirements and recommend solutions for improved collaboration.
- Promotes and supports a communication and collaboration services roadmap.
- Provides Tier 2 support for unified communications.
- Ensures collaborative communications solutions are robust, resilient, appropriately implemented, secured, tested and documented.
- Provides escalated problem resolution support as part of the Collaboration team.

- Responsible for delivery of existing communication and collaboration services.
- Conducts assessments of technology to determine potential impact on communication and collaboration offerings.
- Partners with university teams as required to support the launch of processes designed to enhance collaboration experiences.
- Becomes a subject matter expert for TWU collaboration platforms (Office 365, Google Apps, Videoconference, WebEx, Streaming, Enterprise content management and others).
- Creates and updates knowledge base articles for public and intradepartmental education on products and services.
- Measures adoption of collaboration platforms and develops action plans to increase adoption.
- Plans, monitors and reviews progress against agreed plans for communication and collaboration services including compliance and risk management.
- Plans, inventories, and organizes resources to ensure maximum levels of performance.
- Effectively documents processes and business requirements.
- Provides technical input to and ensures compliance with University Regulations and Procedures.
- Works with organizational change management to develop FAQ's and how-to documentation.
- Supports vendor and customer relationships associated with areas of responsibility.

ADDITIONAL DUTIES

- Provides University or community-related service that may or may not directly impact institutional goals.
- Assists with functional support to end users for administrative technology.
- Assists end users with conducting video interviews.
- Trains students/student workers on telepresence equipment and multimedia support.
- Assists students with questions on campus technology, as needed.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent is required. Some college and technical short courses and seminars relating to computing unified communication or telepresence preferred. ITIL, HDI, CTS certifications preferred.

EXPERIENCE

A minimum of 3 years of broad exposure to communication technologies for collaboration operations (to include: Office 365, Google, WebEx, Streaming, Cisco, Lifesize, Polycom, etc).

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

- Familiarity with basic information management practices.
- Exposure to multiple, diverse technologies in collaboration environments.
- Strong process-driven analytical skills and understanding of ITIL and HDI fundamentals.
- Excellent written and verbal communication skills.
- Excellent planning, organizational & time management skills.
- Ability to conceptualize innovative technology-based solutions for use on both mobile and web-based platforms (iOS, Android, Windows Mobile, HTML, Sharepoint, Web).
- Customer focused, understanding the need for technology to enable colleagues' success.
- Understanding of Microsoft, Google, and various other enterprise collaborative technologies.
- Familiar with a variety of cloud options for storage.
- Excellent interpersonal and influencing skills.
- Proficient in communication, both oral and written.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Knowledge of a variety of modern computing, networking, and communication systems.
- Ability to organize, work effectively, conceptualize, and prioritize goals.
- Able to exercise independent judgement based on organizational regulations and procedures.
- Understanding of application installation.
- Test system utilization.
- Web streaming and archiving principles and options.
- Software life cycle management.
- Documentation systems operations for knowledge databases.
- Demonstrate ability in website design and content updates.
- Computer configuration modification, backup and restore.
- Working knowledge of multiple web design technologies.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to engage in self-directed learning of new technology quickly and efficiently.
- Ability to maintain a positive track record of successful communication and problem-solving skills.
- Build Rapport.
- Listening Skills.
- Organizing and Planning.
- Performs other duties as requested.

Highly Preferred:

- Microsoft and Cisco certifications preferred.
- Certified Technology Specialist certification preferred.
- ITIL certification preferred.
- HDI certification preferred.

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. The employee must have the ability to occasionally lift and/or move up to 50 pounds.

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.

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: _____

Collaboration Solutions
Technician
Date Issued: 09/16
FLSA: Non-Exempt
PTO: COVS

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 background checks.