

# **EDUCATIONAL TECHNOLOGY SERVICES (ETS)**

## **Lab/Office Coordinator (Graduate Assistant)**

### **General**

This position develops the student work force into a cohesive, flexible team, in a supportive environment, in order to consistently deliver quality customer service to customers of the College of Education (COE). This position coordinates the day-to-day activities and operations in Educational Technology Services to maintain both an effective office and computer lab environment. The focus is to train and develop student employees covering all aspects of their job in the office and in the labs while promoting good customer assistance (student, faculty & staff). This will promote a student's growth through on-going training, goal setting, and by developing opportunities for skill achievement while continuously improving the training program.

This leadership position combines administrative skills with some technical skills which demands both quantity and quality communication with faculty, staff, student employees and general students at all levels, it requires cooperative collaboration.

### **Training**

A new person in this position will be trained by the GA currently in the position and the Technology Coordinator regarding specifics of the training program, ETS policies, procedures, and service requirements.

Available resources include hard copies of the employee binder, the lab/office GA procedure binder and the ETS Web site. The tech support GAs are also good information resources along with your general technical support questions.

Training of student employees is cumulative and on going rather than a "one-shot-deal". Instruction includes Windows and MAC software applications, general office procedures, general lab procedures and customer service.

Informational tours of the COE facilities and service offerings are given as requested for individual faculty and staff.

### **Authority Parameters**

While this position reports directly to the ETS Technology Coordinator, it has the freedom to interact with other University Departments (Dean's Office, College of Education Departments, Human Resources, Payroll, Student Employment, and Office of Information Technology) in the acquisition of information necessary for the training program or for completion of requested actions.

This position may interview prospective student employee candidates with or without the Technology Coordinator, make recommendations for hiring and/or firing, and supervise daily operations. It is expected that this position will proactively approach policy and procedure changes.

## **Qualifications**

### Preferred Management:

- Bachelor's degree in Communication, Secondary Education, Psychology, Management, or Information Systems
- Experience in customer service
- Hands-on experience with software applications for Windows and Mac Computers
- Supervisory experience
- Experience in writing procedures
- Experience in instructional design

### Acceptable Management:

- Bachelor's degree in related field
- Supervisory experience
- General computer knowledge

### Communication:

- Ability to interact effectively
- Ability to meet deadlines
- Ability to maintain accurate records
- Ability to delegate effectively

### Leadership:

- Ability to develop and maintain cohesive team working toward one goal
- Ability to enhance or develop initiative in others
- Proactive problem finder/effective problem solver

## **Key Result Areas**

### Management:

- Employee competency in technical applications regarding computer lab equipment and software applications
- Realized quality standard for employee service delivery, especially in regard to software assistance
- Timely testing of software operations as requested
- Effective problem resolution
- Consistently clean environment

### Communication:

- Clear, easily-followed written communications
- Regular meetings with every consultant (in full group setting if possible)
- Effective solicitation/processing of feedback
- Positive organizational culture
- Cohesive team
- Regularly update Technology Coordinator

### Administrative:

- Up-to-date training outline and performance records
- Up-to-date workshop outlines
- Up-to-date procedure binders
- Proactive approach on policy/procedure changes
- Analysis of user evaluations and consultant feedback/input
- Strategies for office improvement
- Coordinated informational tours

## Duties

### Management:

- Coordinated training of student employees:
  - on lab and office policy/procedures
  - on operation of lab and office equipment
  - on multiple Windows and Mac software applications
  - on troubleshooting user software problems
- Assign employees to test lab computers and software prior to class usage
- Conduct periodic user evaluations on quality of services offered
- Maintain facility's cleanliness

### Administrative:

- Update Technology Coordinator on student employee performance feedback or concerns
- Ensure consistent, quality customer service delivery
  - Train, monitor, and track performance of employees
  - Orient staff to general policies/procedures
  - Give consistent, constructive feedback to employees
  - Standardize office procedures
  - Inform consultant staff via E-mail
  - Notify network team of equipment or software problems
  - Develop strategies for improving service
  - Develop training-related workshops
- Develop growth opportunities for employees
  - To move up job level
  - To assist with workshops
  - To present workshops
  - To assist with ETS
- Inform Technology Coordinator of required supplies for both the lab and office
- Coordinate the reservations of the 10 computer labs for class use