Educational Technology Services
(ETS)

Computer Technical Support
(Graduate Assistant and/or Undergrad Student)

(Resumes can be submitted to Donald.Weber@wmich.edu
Or dropped off at 3212 Sangren Hall)

General

This position proactively helps to maintain the College of Education (COE) computer environment (network servers, lab computers, and faculty/staff computers) in such a way as to assure quality service to all customers/users. It supports computer and audiovisual related technology for administration and instruction in COE. This position requires competence with multiple operating systems and software applications (IBM & Mac). It develops additional support to increase technology use in the College.

This position combines technical skills with administrative abilities, demands both quantity and quality communication with staff at all levels, and requires cooperative collaboration.

Training

New students in this position will be trained by the students currently in the position and/or by the Technology Coordinator but are expected to have some base skills already.

Available resources include the Office of Information Technology (OIT) on a limited basis, online documentation, manuals and workshops. The other support techs and the Lab/Office Coordinator also function as information resources.

This position may assist the Lab/Office Coordinator with training the lab monitors. It is possible that those in this position will train faculty, staff and students customers on software applications.

Authority Parameters

While this position reports directly to the ETS Technology Coordinator, it has the freedom to interact directly with the Dean's Office, College of Education departments and the Office of Information Technology in the acquisition/distribution of information or innovations, maintenance/repair issues, or delegation of tasks within ETS.

This position implements but does not make decisions in the disposal or purchase of hardware/software, these decisions are made by the Technology Coordinators and/or the Dean's Office.

Qualifications

- Required:
  • Enrolled in a Master's degree program at Western Michigan University
  • Able to lift, move and transport equipment within office areas, within building or between buildings.

- Preferred Technical:
  • Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering or comparable degree
  • Knowledge of Windows XP/Vista, Mac OS 10.x, Linux, UNIX, and WWW/Internet
  • Knowledge of and hands-on experience with Windows PC hardware internally (removing and replacing components, adding additional components, trouble shooting component problems)
  • Knowledge of and hands-on experience with Windows PC software (installing and maintaining MS Windows operating system, removing and installing software, identifying and removing malware, trouble shooting software problems)
  • Knowledge of and hands-on experience with Mac PC software (installing and maintaining Mac OS 10.x operating system, removing and installing software, trouble shooting software problems)
  • Knowledge of and hands-on experience in a network server environment (Novell, Windows 2000/2003, Mac OS 10.x, Linux and UNIX)
  • Some working knowledge of Novell, Windows, Mac OS 10.x server administration
  • Familiarity with network printers and/or concept of them in network environment
  • Familiarity with running and/or deploying applications from a network server
  • Familiarity with sharing files/data on a network server

- Acceptable Technical:
  • Bachelor's degree in (or enrolled in) related field and equivalent experience
  • Solid knowledge of MS Window
  • Some experience with Windows hardware
  • Ability to install and remove Windows programs
  • General network server knowledge

- Communication:
  • Ability to interact effectively with ETS staff and all levels of users (faculty, staff, and students)
  • Ability to listen to directions and follow them
  • Communicate with software and hardware support vendors
  • Communicate with other technical areas/people (OIT) on issues and repairs

- Administrative:
  • Ability to follow set procedures and guidelines
  • Ability to meet deadlines
  • Ability to maintain accurate records
  • Ability to delegate tasks

Key Result Areas

- Technical:
  • Operational hardware
  • Operational software
  • Servers & Network functional and secure
  • Effective and timely problem resolution
  • Quality and quantity of work
  • Updated software (patches and updates)
  • Technical problem solving skills
  • New technology retention

- Communication:
  • Clear communication of problems and/or procedures to all internal and external customers
  • Effective, positive interactions with colleagues in the College of Education (faculty, staff, and students)
  • Advanced notification of request for time off and/or shift changes

- Administrative:
  • Knowledge of new technology as it applies to computer hardware, computer software, server utilization, and instructional needs
  • Timely assistance with software evaluation, installation, deletion, and inventory
  • Creation and maintenance of technical documentation (work order system and various user guides)
  • Organization of work area, paper work, and completed work orders

Duties

- Technical:
  • Help to maintain COE Novell Netware servers and COE other servers
  • Assist faculty/staff with computer hardware and software problems
  • Install new and used hardware
  • Install and configure Windows and Mac operating system as needed
  • Install and verify operation of software
  • Un-install old software as directed
  • Assist with use of and in maintaining computer and AV checkout equipment throughout the college
  • Assist OIT on any work being executed on the COE servers, network and/or computers
  • Monitor server functionality and security
  • Innovation of new ideas for technology use
  • Routinely check (or delegate) all labs for satisfactory functioning of equipment, both for software & hardware
  • Assist and advise COE's web development staff and database staff as needed
  • Assist faculty and staff with any technology questions or issues they may have

- Administrative:
  • Assist in training undergraduate consultant staff as requested
  • Meet with the Technology Coordinator regularly to discuss outstanding problems, anticipated problems, and their solutions
  • Evaluate software for ease of use, server & network compatibility, functionality and cost
  • Inform Technology Coordinator of needed spare parts & supplies
  • Keep abreast of information in technical journals and manuals
  • Keep ETS staff informed through EMAIL
  • Create/Update COE inventory
  • Create/Update/Use ETS work order system
  • Assist with workshops as required