CROWDER COLLEGE
POSITION DESCRIPTION

Status: FT, 12 months	**Title**	EDUCATIONAL TECHNOLOGY ASSISTANT
Revised: May, 2017	**Department**	EDUCATIONAL TECHNOLOGY
Level: PROFESSIONAL	**IPEDS**	PROFESSIONAL
FLSA: NON-EXEMPT	**Reports to**	EDUCATIONAL TECHNOLOGY SPECIALIST

POSITION SUMMARY

The Educational Technology Assistant (ETA) assists the Education Technology Specialist (ETS) with equipment preparation for presentations and development of employee training. The ETA provides support for audiovisual equipment across campus. The ETA works with the ETS to provide user support to faculty, staff and students.

MAJOR FUNCTIONS

1. Provide audiovisual equipment support (setup and take-down, checkout).
2. Assist with maintenance of presentation and audiovisual equipment.
3. Assist in developing faculty and staff training for education technology products.
4. Provide faculty with training and support to use technologies as teaching tools, including modifying teaching methods and curriculum.
5. Assist faculty and students in adapting new technologies.
6. Work with Computer Analyst/Database Manager and Programmer/Analyst to develop sources of information from the student database.
7. Assist in the design, installation, testing and evaluation of new equipment and systems.
8. Provide faculty with training and support to develop online and supplemental online classes.
9. Research and troubleshoot technical problems.
10. Maintain educational technology equipment inventory.
11. Other duties as assigned by appropriate administrator.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Bachelor's degree preferred or Associate's degree and (2) years directly related full-time work experience.
2. Ability to analyze information needs and troubleshoot technical problems.
3. Ability to concentrate on assigned tasks and pay close attention to details.
4. Experience in educational technology such as software programs and presentation technology.
5. Demonstrated ability to communicate effectively with computer and information users.
6. Ability to plan, organize, and implement responsibilities effectively.
7. Ability to establish and maintain positive working relationships with other professionals, staff, students, and the public.
8. Technical knowledge in the fields of computer science, computer education, and the broad range of technologies used in higher education environments.
9. Knowledge of the theory and practice of instructional technology.
10. Substantial experience in working with students and educators in the instructional technology field.
11. Knowledge of teaching and learning theory as they relate to the roles of technology in content and pedagogy.

EQUIPMENT/SOFTWARE

Information Technology Abilities required:
1.   Working knowledge of computer equipment.
2.   Knowledge of presentation equipment including installation and maintenance of equipment.
3.   Working knowledge of current Microsoft Office Suite. (Word, Excel, Access, PowerPoint and Outlook)

POSITIONS SUPERVISED

None.

WORKING CONDITIONS

1.   Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2.   Normal college working hours but adjustment of hours involving evening and/or weekend work will be required from time to time. Some additional travel may be required to other campus locations.
3.   The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4.   A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1.   Alternating between sedentary and ambulatory work.
2.   Some lifting and carrying of computer and other technology equipment.
3.   While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms' stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision for extended periods of time.
4.   May have repetitive use of hands.

CREATIVE AND ANALYTICAL SKILLS

1.   Ability to define problems, collect data, establish facts, and draw valid conclusions.
2.   Ability to devise or modify methods or processes to solve specific problems.
3.   Ability to trouble shoot computer and multimedia equipment.

LANGUAGE/COMMUNICATIONS SKILLS

1.   Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.
2.   Ability to effectively present information and respond to questions.