

The University of Texas at San Antonio

Job Description

Job Title: Learning Technologies Specialist II

Code: 18549

Salary Grade: 58

FLSA Status: Non-Exempt

Department/Division: OIT – Learning Technologies

Reports To: Director of Learning Technologies

Summary

- **Function:** To provide skilled technology assistance in the operation, maintenance and repair of hardware and software that is utilized in the learning environment. Assist in the programming of control systems and installation of technology in the learning environment.

- **Scope:** Responsible for the preparation, operation and maintenance of classroom and special event technology.

Duties

- **Typical:**
 1. Installs, operates, adjusts and maintains classroom technology used in the learning environment including but not limited to computers, projectors, monitors, audio systems, cameras, recording systems and document cameras in classrooms, labs and conference rooms.
 2. Diagnose and analyze technology issues in the learning environment to include but not limited to computer hardware/software, wired/wireless networks and audio-visual equipment.
 3. Load, reimage and test classroom computer images. Provides technical support and knowledge of classroom computers and/or a network to include setup of classroom computers on university network; installing and configuring classroom computer hardware and software; providing assistance to clients of the university; and administering, troubleshooting, and loading of requested software that has been approved by the university but is not standard on the classroom computer image.
 4. Oversee classroom transmission in university supported distance learning facilities.
 5. Develop comprehensive special event layouts to meet the needs of the end user while providing technology support for university approved special events.
 6. Train faculty, staff, students and visitors in the proper use and care of equipment and software in the learning environment.
 7. With the assistance of management, provide well thought-out technology solutions to faculty, staff, and students of the university.

8. Train newly hired part-time staff and Learning Technologies Specialists 9. Perform other duties as assigned.
• Periodic: <ol style="list-style-type: none"> 1. Deliver equipment to enhance the learning environment when not permanently installed. 2. Assist in large scale technology installation projects under the direction of management. 3. Communicate with faculty and staff regarding classroom technology issues, concerns, and updates. 4. Assist in departmental inventory process 5. Act as Lead Learning Technologies Specialist when higher level specialist/management are not available

Education

Required	Preferred
Associate's Degree or 60 credit hours from an accredited institution.	N/A
Technical training/experience may be substituted on a year to year basis.	

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A

Experience

Required	Preferred
Three years of experience in the operation and maintenance of audio-visual equipment, computer hardware/software and wired/wireless networking.	N/A
Extron AV Associate Certification	

Equipment

Required	Possible
Personal computers and standard office equipment.	N/A
Knowledge of technology such as multimedia projectors, projection screens, wired/wireless microphones, sound systems, Windows/Apple computers, wired/wireless networking equipment and other applicable equipment.	

Working Conditions

Usual	Special
During departmental operational hours: • Usual classroom and lab environments.	N/A

<ul style="list-style-type: none"> • Some exposure to hazards associated with electrical equipment. • Work is often performed with inadequate lighting. • The employee must occasionally lift and move 75 lbs. • The employee will be required at times to stand, walk, stoop, kneel, crouch and crawl. • The employee will be required to climb, move and work on ladders a minimum of twelve feet high 	
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Supervision

Received	Given
Supervision received from the Manager, Learning Technologies	Supervision of assigned staff.

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirement or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
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Internal Control

Within the scope of position duties, adhere to applicable laws, regulations, policies, and procedures set forth by The University of Texas at San Antonio
