



Position Title: Part-Time Technical Support/Live Text Specialist

Job Code: 8308

Reports To: Program Director

Grade: CT

FLSA: Non-Exempt

Job Description:

The Part-Time Technical Support/Live Text Specialist will be responsible for assisting the Educator Preparation Institute (EPI) Coordinator in maintaining the existing program infrastructure and process.

Duties & Responsibilities:

- Assists with contacting students on a regular basis
- Updates students' records
- Creates and manages a database to track students
- Creates and maintains program reports and spreadsheets using a variety of data sources, including mainframe, Access, Excel, Word, and PowerPoint
- Generates responses to student inquiries
- Assists in managing general office operations
- Assists in communications with students (i.e. WebCT, LiveText, E-mail, correspondence, etc.)
- Assists students, faculty, and other instructional personnel with LiveText
- Arranges updates (i.e. of WebCT, LiveText, etc.) as needed
- Assists in providing correct, detailed, and accurate program results for program reports
- Completes State required reports as needed, and fulfills information requests from internal/external users
- Completes special projects, research reports, or other State required reports
- Attends job-related meetings
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- One (1) year of college from a regionally accredited institution and one (1) year of related experience; or an Associate's degree from a regionally accredited institution preferred
- Knowledge of the College on-line systems (i.e. Odyssey, WebCT LiveText, etc.) preferred
- Ability to conduct user orientation (i.e. LiveText)
- Thorough understanding of computer application (i.e. Excel, Access, Word, PowerPoint, etc.)
- Must be self-motivated and able to work independently or with minimal supervision
- Possess strong interpersonal and organizational skills
- Experience in dealing with faculty, students, administrators, and the general public using tact, poise, patience and courtesy
- Ability to prioritize and organize multiple tasks; to meet deadlines
- Experience in managing databases (Excel, Access, etc.)

- Familiarity with web software
- Familiarity with grants requirements
- Possess skills sufficient to retrieve data from various sources

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name