



EAST Job Description

Job Title: Technical Resource Specialist

Department: Technical Services Group

Reports To: Vice President of IT

FLSA Status: Non-Exempt

Safety Sensitive Position: No, except when working with students

Prepared By: Aaron David

Prepared Date: June 29, 2021

Approved By: Matt Dozier

Approved Date: June 30, 2021

Summary: The Technical Resource Specialist responds to requests for technical assistance generated by EAST students and facilitators in the EAST Classroom, as well as the EAST staff. This position assists with the setup and configuration of the EAST training and meeting spaces; and offers technical assistance as needed. They work to ensure the smooth operation of EAST technical systems under the direction of the VP of Information Technology, EAST Student Training, and coordinate with other team members on tasks and projects. Team members also work with EAST staff to provide training, deliverables, and support for EAST Professional Development, EAST events, and new EAST program installations.

Essential Duties and Responsibilities:

- Assists in the installation and configuration of EAST Training Technology including hardware and software.
- Assist with technical needs when training facilities are in use, including prepping technology, power/tech setup, and operation of AV equipment.
- Monitor and respond to technical support requests (e.g. Help Tickets, Phone calls, email, Zoom) in a timely manner with a customer-centric, quality-first, focus
- Develop the knowledge to train EAST staff and students on new technologies
- Ensure technology and meeting rooms are prepared and ready for organizational needs
- Assist with technical needs, preparation, and planning for internal and external events
- Provide technical & logistical assistance for the planning, procurement, and installation of new EAST programs
- Perform on-site technical visits at local schools as necessary
- Stay current on emerging technology trends for application and training in EAST Classrooms and for EAST staff.

- Develop learning resources (tutorials, videos, etc.); document solutions to technical issues for future use
- Develop and deliver presentations to various audiences
- Other duties as assigned

Secondary Duties:

- Assist staff with special projects
- Provide technical training to students and facilitators as necessary
- Work with staff and committees to plan and deliver the Annual Conference and other events

Qualifications:

- Previous experience in IT, customer service, or related fields preferred
- Strong troubleshooting and critical thinking skills
- Positive and professional demeanor and ability to collaborate in teams
- Basic Understanding of the technology provided in EAST classrooms and EAST methodologies.
- Ability to provide remote support to students and facilitators in EAST classrooms
- Ability to self-manage a dynamic list of support requests
- Ability to support staff technology needs (in the office, in the field, and at special events)
- Understanding of EAST technologies and the ability to support them
- Ability to make independent decisions and take calculated risks
- Ability to communicate and build a rapport with a diverse population of support seekers
- Familiarity with various operating systems and platforms
- Ability to travel overnight
- Must be detail-oriented and able to make sound decisions
- Must have a current, unrestricted driver's license

Supervisory Responsibilities:

- None

Education and/or Experience:

- Associate or Bachelor's degree in Computer Science, Information Technology, System
- Previous experience in IT, customer service, or related fields preferred
- At least one year's experience in an EAST environment preferred
- Industry certifications such as CompTIA A+ or related

Language Skills:

- English language: including punctuation, spelling, grammar, and writing technique
- Excellent written and verbal communication skills

Reasoning Ability:

- Ability to problem solve using deductive reasoning skills in a timely manner

Mathematical Skills:

- Basic skills including but not limited to addition, multiplication, and division of whole numbers, decimals, and fractions

Physical Demands:*

- Ability to occasionally lift 35 pounds
- Ability to drive a car
- May frequently be required to stand, walk, use hands, reach, stoop, kneel or bend, talk or hear

*Requests for accommodations need to be directed to Human Resources.

Work Environment:

- Quiet to moderate noise level
- Fast-paced and positive
- Co-working space

Signature

Print Name

Date