



EAST JOB DESCRIPTION

JOB TITLE: Technical Services Representative (Full Time)

SUMMARY: The Technical Services Representative responds both timely and astutely to requests for technical assistance generated by EAST students and facilitators as well as the EAST staff. This position coordinates the setup and configuration of the EAST training labs and other meetings spaces, and offers technical assistance as needed. They work to ensure the smooth operation of EAST technical systems, EAST Student Training, and coordinate daily with the team on tasks and projects to ensure constant forward progression on the team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide and maintain professional and courteous communication at all times
- Provide technology assistance with computer hardware and software
- Coordinate imaging, setup, and configuration of EAST training labs (on-site and in the field when necessary)
- Ensure technology and meeting rooms are prepared and ready for use by Student Training, Space Rentals, Staff Meetings, etc.
- Assist with technical needs when facilities are in use
- Coordinate with the Student Training Coordinator to verify and prepare technical needs for Student Training; work with the Office Coordinator to verify and prepare needs for Space Rentals
- Monitor and respond to technical support requests (Help Tickets, Phone calls, email) in a timely manner with a customer-centric, quality-first, focus
- Provide technical and logistical assistance for the procurement and installation of new EAST programs
- Participate in new school installation visits
- Stay current on emerging technology and trends for application in an EAST setting
- Disseminate and develop learning resources (tutorials, videos, etc.); document solutions to technical issues for future use/recall
- Work with other staff to complete projects
- Provide technology support to EAST staff when requested
- Log, maintain, and repair EAST equipment in a timely manner
- Other duties as assigned

SECONDARY DUTIES

- Works with staff and committees to plan and deliver the Annual Conference, Annual Seminar, and other events
- Be able to do public presentation in front of large or small audiences.

QUALIFICATIONS:

- Previous experience in IT, customer service or related fields preferred
- Strong troubleshooting and critical thinking skills
- Positive and professional demeanor
- Basic Understanding of the technology provided in EAST classrooms
- Basic knowledge of 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 training technologies and the ability to support them (hardware and software)
- Ability to make independent decisions and take calculated risks
- Ability to communicate and build a rapport with a diverse population of support seekers (technically proficient to technically illiterate)
- Ability to collaborate in teams
- 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:

- High school diploma or equivalent
- Associates Degree in IT systems preferred or equivalent experience plus technical certifications (i.e. A+, Network +) preferred
- At least one year's experience in an EAST environment preferred

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 reason 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 accommodation need to be directed to Human Resources.*

WORK ENVIRONMENT:

- Quiet to moderate noise level
- Fast paced and positive
- Collaborative shared office space with the team

Signature

Print Name

Date