

## **Position Title: Student Employee – Classroom Technology Support**

### **Department:**

Information Technology / Academic Innovation Technology Services

### **Position Summary:**

The Classroom Technology Support Student Employee is responsible for providing first-level technical support and troubleshooting for classroom technology across campus. This role supports faculty, staff, and students by ensuring that classroom audiovisual (AV) and instructional technology systems operate smoothly and efficiently. The student employee will respond to support requests, assist with equipment setup, perform basic maintenance, and escalate complex issues to full-time IT staff as needed. This position is approved for 20hrs per week at a pay scale of \$15.00 to \$18.00 per hour.

### **Key Responsibilities:**

- Respond promptly to classroom technology issues, including computers, projectors, document cameras, smartboards, microphones, and other AV equipment.
- Troubleshoot and resolve technical problems related to hardware, software, and connectivity in learning spaces.
- Assist faculty and staff in the operation of classroom technology before and during class sessions.
- Set up and test AV and instructional technology equipment for scheduled classes, events, or meetings.
- Document incidents and resolutions in a ticketing system or departmental logs.
- Conduct routine equipment checks and report any issues or necessary maintenance.
- Provide excellent customer service with a professional, helpful attitude.
- Collaborate with IT staff to ensure timely resolution of issues and share observations about recurring problems or system improvements.
- Maintain a clean and organized workspace, and ensure equipment is returned and stored properly.
- Participate in training sessions to stay current with evolving classroom technologies.

### **Minimum Qualifications:**

- Currently enrolled as a student at the Universities at Shady Grove.
- Strong interest in technology, IT support, or related fields.
- Basic understanding of computer systems, AV components, and common software applications (e.g., Microsoft Office, Zoom, PowerPoint).
- Excellent communication and interpersonal skills.
- Ability to follow instructions, work independently, and manage time effectively.
- Dependability, punctuality, and attention to detail.

### **Preferred Qualifications:**

- Previous experience in IT support, help desk, or AV services.
- Familiarity with classroom or presentation technologies.
- Knowledge of Mac and Windows operating systems.

**Working Conditions:**

- Flexible schedule, including early morning or evening shifts based on class schedules.
- On-campus position, may involve walking between buildings and lifting equipment (up to 25 lbs).
- May require wearing a staff identification badge or uniform.

**Learning Outcomes / Benefits:**

- Gain hands-on experience with classroom and AV technology systems.
- Develop problem-solving and communication skills in a real-world setting.
- Build a foundation for careers in IT support, educational technology, or systems administration.
- Opportunity to work in a dynamic, customer-focused team environment.