

Position Announcement

March 13, 2023

Technology Success Coach Academic Services

North Central State College seeks a full-time Technology Success Coach. The position reports to the Dean of Academic Services.

Essential duties/responsibilities include but are not limited to:

Student and Faculty Focused Customer Service and Support

- Assist students and faculty on computer hardware and software issues including password resets
- Provide technical support, responding to customer issues via phone, email and computer chat
- Provide direct support and training for students and faculty in the use of academic related hardware and software including print services
- Training other staff on troubleshooting and diagnosing technology related problems
- Manage Help Desk tickets and document customer interactions in a timely manner
- Escalate serious issues to the next level of support
- Create training materials to accommodate self-learners and provide resources for faculty
- Conducts seminars, workshops and trainings on various education and technology related topics
- Attend divisional and committee meetings related to College and Information Technology initiatives
- Complete hardware and software registration documentation material
- Obtain pricing and specifications for instructional technology completion of parts and supplies requisition processing
- Maintain current inventory of installed academic hardware and software components
- Other duties as assigned

Research and Development

- Produce recommendations on emerging technologies related to potential hardware and software components
- Research and test technical alternatives and solutions for hardware, software, network, and classroom technology requirements
- Other duties as assigned

REQUIRED QUALIFICATIONS:

Education: Associate's degree in computer science or related field

Experience: Two (2) years of experience in computer science field preferred; strong working knowledge of computer systems, hardware, and software; proficiency with MAC and the IOS computers is highly desirable

Please express your interest in this position by submitting a letter of application and resume to:

NORTH CENTRAL STATE COLLEGE

Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906

You may also apply online at: www.ncstatecollege.edu. Click on *Info For* then *Job Seekers*

Review of resumes to begin 3/27/23 and until filled