Purpose of the position
The individual in this position will work with a team of full-time staff and students on technology classroom design, installation, monitoring, maintenance and repair during the daytime hours of 7am - 4pm. This position will have the primary responsibility to develop, implement, and maintain computer images for technology classrooms and university computing labs. Equipment expertise includes PC's, Apple computers, VCR's, DVD players, visual presenters, LCD and/or DLP projectors, audio amplifiers and mixers, various audio and video switching devices and electronic control systems. Detailed knowledge of both PC and Mac operating systems and diverse software packages will be needed.

Description of Job Responsibilities

Maintain university computing labs and technology classroom infrastructure.
- Develop, implement, and maintain computer images for technology classrooms and university computing labs.
- Maintain technology classrooms in a proper working order including regular equipment maintenance, as well as, cleaning that is necessary to maintain a clean instruction environment.
- Monitor status of equipment in technology classrooms and university computing labs.
- Coordinate with IT Help Desk staff to provide timely resolutions to user’s problems when accessing/using technology classrooms and university computing labs.
- Troubleshoot and provide rapid resolution to a variety of problems and issues in the 50+ technology classrooms. Requires excellent troubleshooting skills, the ability to think quickly in a high-pressure situation, the ability to quickly and clearly communicate verbally and non-verbally, as well as a customer service orientation toward a diverse group of users who are technical and non-technical and support personnel. (Since troubleshooting often occurs when class is in session, technical support might occur via the telephone or in person with an instructor in front of a class full of students).
- Assist instructors with the use of the equipment in a timely manner and coordinate with the technology classroom trainer to provide training for instructors as necessary.

Design and installation of new environments
- Assist with the design and installation of new technology classroom environments and upgrading existing technology classroom environments, using blueprints and wiring diagrams to plan physical installations, and install cables, podiums, audio visual equipment, computers, etc. Ensure that technical installation is based on industry standards and sound wiring practices.
- Research new equipment and software and evaluate for use in technology classrooms.

Assist in the management of student employees.
- Assist in the recruitment, selection, orientation and evaluation of student employees.
- Develop work schedule for student employees.
- Assign tasks to student employees and supervise work.
Other duties as assigned
Work with innovative equipment and interact with diverse groups of people. Equipment includes PCs, Apple computers, network equipment, printers, and a variety of other peripherals. Interaction with faculty staff from the Information Technology Assistance Center, the Educational Communications Center, and Computing and Telecommunications, and Facilities staff and vendors is likely.

QUALIFICATIONS
Education Required:
Minimum academic training: Associates Degree, or 2 years of related coursework or employment experience in electronics, electrical engineering, telecommunications, or information technology.

Experience Required:
• Two years experience working with computers and audio and visual systems
• Extensive knowledge and minimum of three years hands-on experience in the configuration and administration of desktop operating systems (including Windows 2000/XP workstations) for users in a multi-user LAN environment.
• Extensive knowledge and experience in the use of Windows applications such as word processing, spreadsheets and file manager software on Intel-based desktop computers in a multi-user distributed network computing environment involving one or more LAN servers.
• Extensive knowledge and experience with x86 workstation hardware (installation, configuration, troubleshooting, repair and understand the relationship between the hardware and the operating system).
• Must have excellent written and verbal communications skills.

Other Requirements:
• Working knowledge of general electronics.
• Strong understanding of the Windows XP operating system
• Understanding of basic principles and software used to create images for workstations

Preferred Qualifications:
• B.S. Degree or higher in an Information Technology related field
• Hands-on training and/or experience in supporting user access to Microsoft Windows Active Directory servers.
• Extensive knowledge and use of more complex Window-based applications, such as databases in a multi-user environment.
• Experience with Microsoft Windows domains and SMS
• Experience in a higher education environment working with a team of technical staff and students.

Salary or Range
$38,000 - 42,000

To Apply: Submit cover letter, detailed resume or vitae and complete contact information for three references to Ernie Perez at ern@ksu.edu (785-532-3190). Screening of Applications begins November 3, 2008. Kansas State University is an equal opportunity employer and actively seeks diversity among its employees. Background check required.