

Technology

Description: An employee in a Technology position is expected to assist all campus users – Faculty, Staff, Students, etc. in various capacities.

Examples of Technology include:

- DP Assistant
- Student Web Assistant
- Computer Lab Assistant
- IT Classroom Tech
- ResNet Tech
- Tech Services Outreach Assistant
- Social Media Intern

Job Function Examples:

- Assisting with computer issues (via phone, email, in-person, etc.)
- Computer lab up-keep
- Maintaining/updating the campus website, including social media pages
- Provide analytics

Level of Responsibility:

Skills	Level I	Level II	Level III
Programs	Carry out tasks/programs	Provide Input/Plan	Coordinate, manage, implement programs, run meetings
Training	Being trained (first experience)	Trained – Assists in training	Trainer – responsible for running the training(s)
Policies and Procedures	Follows/abides by all policies/procedures	Enforces policies and procedures	Creates/revises/implements policies and procedures; conflict management training
Communication	Customer Service Skills – basic verbal/written skills (Internal)	Customer Service Skills – high level – verbal/written skills – internal and external	Customer Service Skills – internal and external; representing campus at events
Code of Ethics	Learning about ethics	Knowledge and adheres to ethics	Adheres to code of ethics and enforce ethics
Security	Zero to limited access to keys/buildings/directory information only	Access to keys/buildings/cash handling/limited access to data – (People Soft)	Access to HIPPA/FERPA/Financial Records/Cash Handling/contracts
Qualifications	Entry level/General Training/On-the-job training required	Certifications; may require specialized training	Demonstrated experience and knowledge/advance certificates/trainings/enforce policies