

Name of your office: Technology Learning Center (TLC)

Location: Mashburn 102

Contact Person: Ashton Hankins (Contact at tlc@uca.edu or (501) 450-3400)

Duties & Responsibilities:

- Support the College of Education's e-portfolio system (Chalk & Wire) by providing assistance to students' with resetting a password, adding a portfolio, submitting work to a professor, downloading portfolio for offline use, etc.
- Provide technology training and produce tutorials/walkthroughs for students, faculty, and/or staff in the College of Education.
- Assist the technology specialist with computer lab and classroom maintenance, including installing new computers, swapping out failed hardware items, and troubleshooting hardware/software issues.
- Provide technical assistance to instructors in classrooms where possible (e.g. – switching projector sources, checking for unplugged or out of place cabling between PC, document camera, VHS/DVD player, SMART Board, etc.)
- Provide technical assistance to students in the Technology Learning Center drop-in computer lab (usually concerning Microsoft Office, printing, audio/video editing, or Chalk and Wire)
- Answer technical support calls placed to the Technology Learning Center Help Desk.
- When needed, work the front desk including operating the cash register, selling print-outs, laminate, office supplies, and other supplies or services.
- Perform related responsibilities as required or assigned.

Qualifications:

- Good communication skills.
- Ability to get along with people.
- Excellent computer skills.
- Advanced knowledge of MS Office suite (Word, PowerPoint, Excel) and Google Apps.
- Experience with Chalk and Wire preferred, but not required.
- Available to work during the day.
- Must be admitted into the Graduate School with full qualifications.