



## JOB DESCRIPTION

<b>JOB TITLE:</b> Technology Teaching Specialist	<b>FLSA:</b> Non-Exempt
<b>Department:</b> Student Services	<b>Date:</b> 10/18/2021
<b>Security Sensitive:</b> Yes	<b>Grade:</b> B-22
<b>Reports To:</b> Career Placement & Tutoring Center Coordinator	

### **Job Summary**

Under the supervision of the Career Placement & Tutoring Center Coordinator, the Technology Teaching Specialist performs complex individualized tasks and works alongside Student Services staff to provide support and training to individual students or small groups of students regarding new self-service technology tools.

### **Essential Functions**

- Delivers efficient and effective support for registration by assisting with registration and Career Pathway functions with an emphasis on instructing students on self-service technology tools and with resolving scheduling difficulties;
- Supports Student Services staff in helping students to identify registration problems including Career Pathways progress in MyGC, scheduling conflicts, financial aid assistance, outstanding debts, credentials, etc;
- Provides direct customer assistance to prospective and current students via the Welcome Desk, student computer space, and by answering telephone calls at the Welcome Desk;
- Reinforces training materials and guides available to students by reviewing material with students and teaching new technology tools with students individually or in groups;
- Provides support to the Welcome Desk by answering general questions and guiding students through the steps of application and enrollment, specifically as it relates to new self-service technology tools;
- Provides additional support to students where identified;
- Maintains the lobby and student computer space in an organized and orderly manner to ensure an optimal learning experience for students; and
- Collaborates with Student Services staff members to monitor progress towards adoption by all students of the self-service technology tools (MyGC);
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

**Minimum Education, Skills and Abilities**

- An Associate or higher degree or have completed at least 30 college credit hours with one or more years of experience as a teaching assistant or tutor;
- Proficient at computer skills and ability to learn new technologies;
- Prioritize diversity, inclusion, and equity regarding your support of students’ success;
- Character and personality that make a great teacher, e.g., patience, expert communication skills, passion for student success, friendly, competent, and approachable;
- Ability to produce quality work and encourage a positive learning environment;
- Motivated self-starter with the ability to work collaboratively and independently with purpose and accuracy in a fast-paced environment.

**Preferred Education, Skills and Abilities**

- Able to speak English and Spanish proficiently;
- A passion for learning and for making a difference;
- Effective relationship building skills;
- Adaptability;
- Respect for diversity; and
- Team work skills

**Work Environment**

- Work primarily in a climate controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use; frequent stressful conditions (cardiovascular).

**Special Requirements**

- Subject to a criminal background check prior to employment.
- **This is grant-funded position that will end as of September 30, 2023.** Continued employment is contingent upon funding.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date