

MURRAY STATE COLLEGE
Tishomingo - Ardmore

Job Description

Support Specialist

MSC – Tishomingo and Ardmore

General Description/Primary Purpose:

Provide technology support to academic and technology areas services for Murray State College.

Appointment: Full-time – Non-Exempt

Description of Duties and Tasks:

ITV Support Job Functions:

1. Provide support in MSC ITV classrooms to ensure adequate service to students.
2. Coordinate, communicate, and follow directions from Academic Technology Coordinator.
3. Monitor needs and be vigilant to MSC ITV classroom scheduling issues and assist in a timely manner.
4. Serve MSC by courteously answering the telephone, relaying messages accurately and timely, responding to questions, deliver materials as needed, and provide backup to other staff members as required in a timely manner.
5. Assist instructors with basic ITV questions.
6. Ensure proper testing procedures are followed to validate course objectives in MSC ITV Classrooms.
8. Maintain hours to coincide with demand of student traffic throughout each semester and other peak periods.
9. Exhibit proactive attitudes and actions.
10. Attend conferences and workshops as necessary.
11. Ability to be flexible and adaptable to change; ability to accept new/different assignments.
12. Must use troubleshooting, analytical, and problem-solving abilities necessary to meet daily challenges of responsibilities.
13. Be responsible for connecting classrooms to various sites in a timely manner.
14. Timely file, send, receive and return class work and course materials.
15. Assist with incoming and outgoing mail, email, and courier packets.
16. Assist in facilitating classroom operations and activities.
17. Proctor in-class quizzes and exams for instructors.
18. Assist in the routing of incoming and outgoing mail.

19. Cooperate with other personnel to ensure a continuity of services, purpose and activities to the student population.
20. Deal with individuals tactfully, courteously, and professionally.
21. Accept other duties as assigned.

Information Technology Support Job Functions:

1. Closely monitor the IT ticketing and scheduling systems and respond to requests for service and events.
2. Inventory the equipment and technology, and maintain equipment's operational condition by charging, testing, and performing preventive maintenance as appropriate.
3. Assist with special-events work outside regular hours as needed (i.e., Open Houses, Guest Speakers and Public Presentations, Commencement, Community Events, etc.)
4. Procurement for I.T and I.T related items.
 - a. Vendor Management/Relations
 - b. Quote Management
 - c. Order Management
5. Serve MSC by courteously answering the telephone, relaying messages accurately and timely, responding to questions, deliver materials as needed, and provide backup to other staff members as required in a timely manner.
6. Oversee the security, operation, and maintenance of audio/visual equipment.
7. Act as an effective liaison among staff, faculty, students, and others to develop steady streams of compelling visual content.
8. Develop bold and compelling visual content (including video, audio, motion graphics, etc.).
9. Assist with photography needs if required.
10. Provide training and mentoring to content editors campus-wide,
11. Accept other duties as assigned.

Required Knowledge, Skills, and Abilities:

Individuals must possess the following knowledge, skills, and abilities or explain and demonstrate that the essential job functions can be performed, with or without reasonable accommodation, by using some other combination of skills and abilities.

1. Demonstrate speed and accuracy sufficient for timely completion of tasks.
2. Demonstrate spelling and proofreading skills.
3. Demonstrate ability to set priorities and organize, plan, and complete assignments.
4. Demonstrate initiative and concern for work quality.

5. Demonstrate a positive mental attitude.
6. Demonstrate computer skills beyond essential operation and word processing.
7. Demonstrate above-average oral and written communication skills.
8. Demonstrate an appreciation for the comprehensive, two-year college philosophy, and recognize that we are here to serve students.
9. Demonstrate experience, and/or willingness, in learning and using state-of-the-art technology.
10. Demonstrate experience, and/or willingness, in working effectively in a culturally diverse workplace and/or serving clientele from a variety of racial and cultural backgrounds.
11. Develop and maintain an attitude of service toward students, coworkers, supervisory personnel, and administrative staff.
12. Participate in community service activities and programs.
13. Ability to review and understand diagnostic/prescriptive test results.
14. Must complete mandatory NIMS (National Incident Management System) training modules, IS-100 HE and IS-700a.
15. While performing duties for MSC the employee must be able to maintain a state of intense alertness and attentiveness to ensure classroom and testing integrity is in no way compromised.
16. Exhibit the ability to suppress urges to succumb to personal distractions such as but not limited to surfing the web and cellphone use while performing duties as a proctor.

Other Ergonomic Requirements:

In performing job functions related to assigned duties, some amount of stooping, kneeling, bending, crouching, lifting, walking, carrying, and other movements may be required. All individuals are required to be able to perform these movements without a significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

Hours:

Generally, weekday (Monday through Friday) hours will be determined on office needs. Working hours other than 8:00 AM to 5:00 PM will be necessary in order to serve students and staff.

Image:

Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times.

Qualifications Standards:

1. *Education Preferred:* Associate Degree in Business or related field.
2. *Experience:* Two years previous experience.
3. *Licenses:* Valid Oklahoma Driver License

Application Process:

Applicants must submit the following items:

1. Letter of application.
2. Résumé (list three employment references).
3. Unofficial college transcript(s), if applicable. (NOTE: Official college transcript(s) required upon employment.)
4. Murray State College employment application.

Submit Application to

Human Resources Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, Oklahoma 73460
humanresources@mscok.edu

Application Deadline: Position will close when an acceptable candidate is identified.

MURRAY STATE COLLEGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and education services.
