Title: Falcon Center Technology Support Staff

Department: Falcon Center Operations

Reports to: FCO Media & Technology Coordinator
            Assistant Director of Falcon Center

Appointment: Academic year 2017-18

Start Date: Approximately August 26, 2017

Position Summary
This position will work as part of a team, and work closely with the FCO Media & Technology Coordinator, along with Assistant Director of Falcon Center. Responsibilities will include technology support for all departments and facilities within Falcon Center. Departments supported includes Health & Human Performance, UWRF Athletics, Campus Recreation, and Falcon Center Operations. Daily responsibilities will include support of classroom technology, office computers, audio/video equipment, hardware and software support, and general trouble shooting. This position is responsible for providing exceptional customer service within the scope of this position.

Minimum Qualifications and Conditions of Employment
A. Must be a student enrolled at UWRF.
B. Maintain a minimum cumulative grade point average of 2.00 or higher before and during employment.
C. Must be able to attend spring and fall training activities.
D. Must be able to lift up to 50 lbs
E. Possess the ability to work as part of a team
F. Have the ability to problem solve

Responsibilities
A. Attend all training sessions throughout the year
B. Follow policy and procedure in all aspects of the position
C. Stay up to date on all policy/procedure changes by staying in contact with all supervisors and event staff through a variety of communication media
D. Technology support of all departments and facilities within Falcon Center
E. Provide quality customer service experience
F. Hardware and software support
G. General equipment issue diagnosis and solutions
H. Represent the program and department with integrity
I. Late night and weekend hours will be required
J. Holiday hours and academic year break hours will be required
K. Other duties as assigned

Preferred Qualifications
A. Previous experience in technical support and/or a strong customer service background, willingness to work in a fast paced environment, willingness to learn new technologies, strong organizational skills and leadership experience is desirable.