Job Description
Classroom Support Assistant

Position Summary

The Classroom Support Assistant position provides program and building support as well as provides IT and audio-visual system support during evening and weekend hours. Responsibilities include providing support to staff and faculty, answering phones, greeting students and visitors, high level tech support as needed, and supporting Center staff through clerical and data entry assignments. As the first point of contact for all visitors, this person will professionally and courteously direct guests to the correct person and/or location within the facility.

Reports to:

Director of Information Technology Systems and Administrative Services Manager

Essential Duties and Responsibilities

- Welcoming students, faculty, and visitors to the Center.
- Answer phones providing basic information about the Center and its programs and services to callers and visitors and routing them to the correct person or place within the building for further assistance.
- Orients new faculty and students to our facilities as needed.
- Provides first point of contact support for technical issues to assess if it is user related or requires escalation to Information Technology Manager.
- Alert the Information Technology Manager to any AV/academic technology problems that students or faculty report.
- Forward any student or faculty concerns that arise to the Executive Director.
- Initiate and support Distance Learning sessions/classrooms, and Setup and Support Conference Center and Smart Classroom events.
- Monitors open computer labs and provides support as needed.
- Supports instructors with any technical problems during the class.
- Supports web based collaborative efforts for classes and meetings and manages the UC's existing web delivery tools.
- Provides clerical and data entry support, technical support and training as needed.
- Check classrooms as to whether classes are actually meeting using class schedule. Put in Suzanne's mailbox when done for the night.
- Unlock classrooms and conference rooms scheduled to be used for the evening.
- Lock classrooms and conferences rooms at the end of class.
- Lock the reception area door at the end of the evening.
- Performs other duties as assigned.

Requirements/Qualifications

- At least three years' experience in receptionist or customer service role
- Associate degree in computer science or related field preferred
- High school diploma or GED required
- Candidate must be experienced in working with Windows based PCs in networked environment
- Candidate must be able to do first level troubleshooting with computing and AV equipment
- Ability to work well independently and willing to learn new technologies
- Excellent customer service skills
- Strong organizational and communication skills
- Proficiency in MS Office
- Capability of handling a variety of tasks efficiently and simultaneously
- Ability to function as a team player
- Some teaching/training experience is highly desirable
- Flexibility in scheduled work hours; evening/weekend hours vary by semester and by scheduled special events

Salary: $15.00 Per Hour

Application Instructions:
To apply for this position, please submit a cover letter outlining your interest in and qualifications for the position, along with a copy of your resume and 2 professional letters of recommendation, along with contact information.

Submit your application to:
Suzanne Christensen
University Center of Lake County
schristensen@ucenter.org

Rev. 10.21.2022