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Position Vacancy Announcement
Computer Information Specialist
Position W0011806
Internal Search

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The Kansas State University Information Technology Assistance Center (iTAC) is seeking applications for a Computer Information Specialist. This position will serve as the video conferencing and collaborative technologies coordinator for the Instructional Technology within iTAC. This position will need to be flexible in work hours due to the scheduling of services.

Responsibilities:
- Oversees the daily operation of the video conferencing facilities.
- Plan, schedule, prioritize, implement, and facilitate all video sessions to include technical support and customer service.
- Provide training and assists in communicating with end users information about video conferencing environments.
- Create and maintain digital resources for these environments.
- Serve as liaison for faculty, administrative and support staff to gather input for the maintenance and problem reporting of video conferencing/collaborative technology environments.
- Respond to faculty needs for additional training and technology support including recommendations about supported applications.
- Provide input to tech support, and facilities and planning staff for maintenance and upgrade of instructional technology environments.
- Assist instructors with the use of the equipment in a timely manner
- Interact with diverse individuals from a variety of disciplines
- Responsible for contributing to the continued support and future development of emerging collaborative technology platforms including voice, chat, social, mobile, synchronous, asynchronous and non-synchronous forms of collaboration.
- Responsible for evaluating new technologies involving video and chat or messaging, including making recommendations and implementation.
- Assist in the management of student employees
- Assist in the recruitment, selection, orientation and evaluation of students
- Provide hands on troubleshooting, software, and technical training to students in classroom and lab environments.
- Assign tasks to student employees and supervise work
- Other duties as assigned including attendance at all ITS, iTAC and unit meetings.

Mandatory Qualifications:
- Associate Degree in a related field, or two years of related coursework or employment experience in instructional technology enviroments that support instruction.
- Experience with Video Conferencing systems such as: Polycom, Tandberg and/or Cisco Telepresence
- Experience with Collaborative technologies such as: Microsoft Lync, Adobe Connect, Skype, and/or Goto Meeting, Vidyo and BlueJeans
- Demonstrated experience working with computers and audio and visual systems intergration
- Demonstrated knowledge and hands-on experience in the configuration and administration and support of desktop operating systems in a cross platform Mac/PC environments
- Extensive knowledge and experience in the use of Windows and Mac applications
- Ability to work with faculty and students on AV needs

- Must possess excellent written and verbal communications skills
- Must be self-motivated and possess the ability to work with little direct supervision
- Must be a current employee of Kansas State University
- Must be able to work a flexible schedule

Preferred Qualifications:
- B.S. Degree or higher in an Information technology related or other relevant field
- Hands-on training and/or experience in supporting instructional technology environments.
- Extensive knowledge and use of more complex Window-based applications, such as databases in a multi-user environment.
- Experience working in a higher education environment
- Broad experience with collaborative technologies
- Experience with supporting complex audio visual system
- Experience with providing IT support

Salary Range: $40,000 - $45,000

Applicants must submit:
1. Cover letter reflecting how skills meet the requirements of the position
2. Resume
3. Names, phone numbers, and email addresses of at least three professional references

Submit application materials electronically to itsemployment@k-state.edu

Screening of applications begins November 27, 2012, and will continue until position is filled.

Questions may be directed to Viki Horan at vhoran@kstate.edu

For a full listing of benefits please visit http://www.ksu.edu/hr/benefits/unclass.pdf.

Kansas State University is an equal opportunity employer and actively seeks diversity among its employees.