

**Wright State University**  
**CLASSIFIED JOB SPECIFICATION**  
**Classroom Services Technician**

**I. JOB INFORMATION**

**Job Title:** Classroom Services Technician (CS 14)

**Job Class:** 21213

**FLSA Status:** Non-Exempt

**II. JOB SUMMARY**

Under general direction provides technical and computer support for classroom equipment.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

- Delivers, sets-up, operates, maintains, and troubleshoots electronic equipment in classrooms and provides computer networking support.
- Provides information concerning the proper selection of computer, multi-media presentation systems, software applications for PCs and other audio/visual presentation equipment in electronic classrooms.
- Provides emergency technical support to users for non-working software and computer hardware systems, including network interfaces and other audio/visual presentation equipment.
- Prioritizes deliveries, identifies requested equipment, tags and prepares equipment for delivery. Sets-up and makes equipment operational (e.g., computers, monitors, audio visual equipment and network connections).
- Performs software installations and product upgrades. Troubleshoots, dismantles, repairs, and makes audio visual equipment operational. Installs equipment into racks and carts.

*Note: This is not an inclusive list of duties and responsibilities.*

**IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

A high school diploma or GED and two years (FT) of related work experience OR, two years of post-secondary education and one year of (FT) related work experience OR, a bachelor's degree in a related field. Competent in the operation of computers, multi-media presentation systems, and of other audio/visual presentation equipment. In-depth knowledge of various software applications. Excellent verbal/communication skills. Excellent customer service skills.

**V. WORKING CONDITIONS**

Conditions may require walking, stooping, pushing, pulling, lifting (less than or equal to 40 pounds), bending, handling equipment and materials. There are conditions, equipment and materials, present which require proper handling to ensure safety.

**VI. WSU TESTING/EXAMINATIONS REQUIRED**

None

**VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED\***

None

**VIII. JOB SERIES**

21210

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*