

**CORNELL COLLEGE
JOB DESCRIPTION**

JOB TITLE: Lead Software Support Specialist and Trainer

DEPARTMENT: Academic Media Studio, Cole Library

REPORTS TO: Academic Media Consultant

WAGE: \$8.00

LENGTH OF EMPLOMENT: Academic Year

POSITION SUMMARY:

This position will be responsible for facilitating the Academic Media Studio Help Desk Phone, perform software support, and organize the work flow through the Academic Media Studio. This position will also be expected to help train other work study students in multimedia applications and run scheduling meetings. This position will be the front line support of on-call help for student workers.

PRINCIPAL DUTIES AND RESPONSIBILITIES - (Essential functions of the position)

1. Work directly with the Academic Media Consultant facilitating phone and walk-in support for students.
2. Keep a log of all traffic in the Academic Media Studio.
3. Work with faculty and staff for phone support and students for phone and walk-in support.
4. Report any problems, hardware and software, to Information Technology.
5. Be very familiar with the Microsoft Office Suite, scanning, Dreamweaver, and Photoshop, and Adobe Premiere. Be willing to learn and assist others with additional software as needed.
6. Help facilitate the training of other student workers.
7. Run scheduling meetings.
8. Help facilitate on-call help if needed.

WORK RELATIONSHIPS:

Reports directly to Academic Media Consultant. Daily contact with students.

SKILLS, KNOWLEDGE AND ABILITIES:

Written communication, verbal and electronic communication, presentation, organization and problem solving skills. Knowledge of institutional standard computer software and hardware. Ability to manage own time, meet deadlines, set priorities, work independently and work as part of a team. Knowledge of PC networks/server/client environments. Microcomputer repair experience and knowledge of web-based publishing. Ability to troubleshoot network connection and operating systems.

WORKING CONDITIONS:

Work is primarily performed at a PC while seated in an office environment and while standing in a computer lab environment.

Employees may be required to perform other job-related duties as assigned. All requirements are subject to change over time, with possible modifications made to reasonably accommodate individuals with a disability.