

Instructional Technology Analyst

Job Number: (82569BR)

Campus Location	West – HYSA
Full-Time/Part-Time	Full-time
Grant Funded Position	This is not a grant-funded position and is not contingent on future grant funding.
Salary	Depends on Experience
Close Date	August 24, 2022
Job Description	<p>The Gary K. Herberger Young Scholars Academy is seeking an Instructional Technology Analyst to support faculty and students. The Herberger Young Scholars Academy is a middle school/high school (7-12 grades) program designed for highly gifted students. Candidates for this position should be comfortable working in a school setting, communicating clearly with young students and teaching staff, and be flexible enough to work in fluid and fast-moving environment. Candidates will need to be able to perform a variety of activities necessary to provide classroom instructional technology and multimedia support to end users to ensure proper and effective operations.</p> <p>This is an in-person position, located at ASU’s West campus. No remote option is available.</p>
Essential Duties	<ul style="list-style-type: none"> • Receives, responds to, and monitors status of work-order requests for technical assistance from students and staff • Updates ticket system to reflect activities performed and status of request to ensure timely completion of work order in accordance with established policy • Troubleshoots, inspects, tests and/or repairs student/staff laptops and computers, conference and classroom control systems, projection, audio/video, recording and teleconferencing systems. Classroom video (projectors/OWL cameras) and audio recording in support of and collaboration with instructional design • Consults and researches on the selection, purchase, installation, and integration of instructional technology in classrooms, team rooms, lab and conference room environments • Configures classroom and computer lab desktops, faculty/student laptops, installs software and establishes connection to network(s) in accordance with specified standards • Creates and applies standard image to classroom and computer lab desktops, laptops and authorized software to ensure consistency in configurations and compliance with software licensing • Delivers, sets up, and retrieves laptops from classroom, cleans hardware by deleting profile and replaces in inventory Installs and/or replaces hardware and associated devices including, but not limited to: CD drives, network cards, hard- drives and removable disk drives; refers complex hardware problems to vendor for resolution

	<ul style="list-style-type: none"> • Trouble-shoots hardware and software problems by performing a variety of diagnostic procedures to identify appropriate corrective measures • Actively participates in deployment and relocation of projectors, screens, microphones and associated classroom equipment • Tests upgrades and/or patches to software prior to rollout; prepares report of findings • Provides assistance and/or service to end user as requested and consultation on both hardware and software purchases • Connects individual and networked devices to desktop; performs initial connectivity test to ensure proper connectivity • Performs a variety of acceptance testing procedures of newly acquired hardware to ensure proper operations • Maintains inventory of all classroom media equipment, loaned laptops, desktop and peripheral equipment and accessories; initiates requests for replacements to ensure availability in accordance with established policy and standards • Traces and trouble-shoots network connectivity problems; notifies Systems group and/or UTO as appropriate based on findings • Cross trains other areas of BIT in help desk related support issues • Creates, updates, and maintains technical documentation for use within the group as well as outside entities • When necessary, provides data recovery on failed storage media Server Administration
<p>Minimum Qualifications</p>	<p>Bachelors degree in Information Technology or closely related field AND 4 years providing instructional technology diagnostic and trouble-shooting support; OR any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. Certificates from recognized programs that indicate mastery of tools and techniques relevant to the assignment may substitute for up to 6 months' experience.</p>
<p>Desired Qualifications</p>	<ul style="list-style-type: none"> • Experience working in a school setting • Experience working with gifted students • Strong knowledge of technical troubleshooting of cross platform • Strong knowledge of utility functions to diagnose errors • Proactively identifies, develops and deploys solutions to improve effectiveness of technology delivered materials/information • Evidence of effective communication skills, both verbal and written • Experience analyzing, planning and establishing priorities • Experience in working both independently and as part of a team • Experience in process improvement methods and approaches; creating and writing policies and standards • Experience in establishing, developing, and maintaining effective, cooperative working relationships both within and across organizational areas • Experience with a variety of software systems: Case management/ticketing systems, asset management systems, database systems, etc.

	<ul style="list-style-type: none"> • Thorough knowledge of cross platform environments, data recovery methods; determines capability of existing configuration; recommends alternative solutions • Utilizes strong knowledge of technology offerings to advise users • Reviews changes within subject areas; knowledge of technology trends and functionality changes targeted to improve/enhance performance • Works closely with all stakeholders to support needs within established standards, guidelines • Defines tasks, coordinates efforts; reviews outcomes and tracks progress • Experience working with Microsoft Office 365 tools (Office Suite, SharePoint, Visio, Project) • Experience working with Google Workspace (Gmail, Calendar, Drive, Docs, Sheets, Slides, etc.)
<p>Working Environment</p>	<ul style="list-style-type: none"> • This is an on-campus position, located at the West campus of ASU. Remote work option is not available. • This is a school setting with approximately 110 students. • Activities are performed in an environmentally controlled setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; required to stand for varying lengths of time and walk moderate distances to perform work. • Frequent physical demands may include stooping, bending, crawling under/around objects, reaching, lifting and pushing objects of varying weights up to and over 100 pounds. • Regular review of completed tasks. • Ability to clearly communicate verbally, read, write, see and hear to perform essential functions. • Consistent direction and feedback are provided to ensure stated goals and objectives are being achieved/met. • Must be available to work 7:30 am - 4:30pm daily. • Must pass a fingerprint clearance or possess a current Az Fingerprint Clearance Card.
<p>Department Statement</p>	<p>ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 7,600 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement. MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.</p> <p>Aligned with ASU’s commitment to justice, equity, diversity and inclusion, MLFTC is committed to advancing systemic equity in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of systemic equity.</p>

<p>ASU Statement</p>	<p>Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.</p> <p>ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree</p> <p>AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.</p> <p>Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.</p> <p><u>Notice of Availability of the ASU Annual Security and Fire Safety Report</u></p> <p>In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf. You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.</p> <p>Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/relocation-services.</p>
<p>Employment Verification</p>	<p>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</p>
<p>Fingerprint Check Statement</p>	<p>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check</p>
<p>Instructions to Apply</p>	<p>Application deadline is 3:00PM Arizona time on the date indicated.</p> <p>Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.</p> <p>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</p> <p>Only electronic applications are accepted for this position. #82569BR</p>