The Software Support Specialist is a Tier 2, 260-day position reporting to the Director of Technology and is part of the Technology Services Department. A successful Software Support Specialist is a motivated individual who is customer focused and uses their analytical skills to find the root cause of an issue.

As our Software Support Specialist, you will:
- Provide support for faculty service requests and incident inquires for day-to-day operational support of instructors
- Evaluate, and implement and assess current and emerging technologies and their effective application in the classroom.
- Facilitate resolution of service requests, incidents, and problems for applications within scope including interaction with vendors as needed
- Create and maintain support documentation for IT Team
- Build and lead ongoing professional development on instructional technology in collaboration with the Administrative Team.
- Assisting faculty with classroom technology, including Google Apps for Education, Google Classroom and Office 356
- Troubleshoot issues within the learning environment
- Basic troubleshooting and service for Windows and Apple computers, Chromebooks, and IPads in collaboration with a IT non-educational professional
- Develop resources such as tutorials, instructional aids, and screen videos to engage with effective use of educational technology and online teaching
- Helps build the 1 to 1 technology program, including help in the decision make process of devices and software prior to the roll out to students as well as electronic textbooks

Skills and Experience needed for the Software Support position:
- Bachelor's degree in related field OR experience that sufficiently demonstrates ability to analyze and solve software application problems, communicate effectively, and provide excellent customer service
- One to two years' experience working with personal computers
- Excellent customer service skills
- Good problem-solving and prioritization abilities
- Excellent verbal and written communication skills
- Ability to work in a team environment
- Ability to multi-task
- Knowledge of software support methodologies and educational industry is preferred, but not required