POSITION DESCRIPTION
System-wide

To apply, submit an employment application (click here for application), resume, and letter of interest to: Associate Provost for Online Academic Operations
5301 S. Highway 16, Rapid City, SD 57701

I. POSITION TITLE: Learner Support Technician

II. EMPLOYEE CLASSIFICATION: Administrative

III. JOB CLASSIFICATION: Non-exempt

IV. ACCOUNTABLE/REPORTS TO: Vice President of Academic and Learner Services-Online

V. DUTY HOURS: A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, weekend, and on-call hours are required. Some travel may be required.

VI. MINIMUM REQUIREMENTS:

EDUCATION: Associate’s degree required.

EXPERIENCE: Proven experience within a customer service setting with emphasis on troubleshooting and providing support services. Office and computer experience, excellent oral and written communication skills and student services/customer service experience required.

PHYSICAL: Reaching, bending, dialing, writing, talking, and hearing capability; ability to exert force to lift, move, and/or carry objects up to 20 lbs.

SKILLS EXPECTATIONS: Energetic; customer-oriented attitude; excellent organizational and computer skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The learner support technician will assist students by providing university support services, serve as a resource in advising students on use of services such as tutoring, counseling, textbooks, and other available services. The learner support technician will also assist students with online course navigation, the student portal, online resources and will also serve as a point of contact for end-users to receive support and maintenance with the organization’s computing environment for lower-level technical
support. The technician will provide students with excellent student service with an overall interest toward the promotion of student satisfaction in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

* A. Provides outstanding service to students with timely, professional, and thorough communication.

* B. Assists students and graduates with identifying career development/placement resources.

* C. Assists in utilizing reports to identify at-risk students and other performance indicators utilizing analytics reports.

* D. Understands university processes and policies to be used daily in university services and assists in maintaining up-to-date information.

* E. Ensures quarterly online registration schedules are arranged and communicated to campuses.

* F. Refers and assists students in identifying appropriate services such as orientation, tutoring, counseling, technical support, textbooks, library resources and other support services.

* G. Provides support services to all students enrolled in online courses.

* H. Utilizes Microsoft Office and CampusVue to produce documents and interpret data.

* I. Serves as a liaison and communicates with appropriate campus staff regarding student issues.

* J. Function as first line of technical support for end-users.

* K. Troubleshoot low-level software and operating system problems for online learners.

* L. Explores new innovative tools to assist online learners.

* M. Facilitates online communication to students through various forms of technology.

N. Other duties as assigned.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: All faculty, staff and students of the university.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures, and practices of the university and/or the university president/CEO.

National American University reserves the right to alter this position description/job duties from time to time as may be necessary to meet the mission and purposes of the institution.

*Denotes essential elements of the position.