To apply, submit an employment application (click here for application),
resume, and letter of interest to: System Librarian
Pat Hamilton  phamilton@national.edu
5301 S Highway 16
Rapid City, SD 57701

LEARNER SUPPORT TECHNICIAN
Position Description

Summary
The Learner Support Technician assists students by providing university support services, serves as a
resource in advising students on use of services such as tutoring, counseling, textbooks, and other
available services. This position assists students with online course navigation, the student portal,
online resources and serves as a point of contact for end-users to receive support and maintenance
with the organization’s computing environment for lower-level technical support. This position
provides students with excellent student service with an overall interest toward the promotion of
student satisfaction in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Learner Support Technician must satisfy the following minimum qualifications:
1. Associate’s degree required; and
2. Proven experience within a customer service setting with emphasis on trouble-shooting and
   providing support services; and office and computer experience, excellent oral and written
   communication skills and student services/customer service experience required.

Skills and Attributes
The Learner Support Technician must possess the following skills and attributes: 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.

Essential Functions
The Learner Support Technician performs the following essential functions:
1. Provides outstanding service to students with timely, professional, and thorough communication.
2. Assists students and graduates with identifying career development/placement resources.
3. Assists in utilizing reports to identify at-risk students and other performance indicators utilizing
   analytics reports.
4. Understands university processes and policies to be used daily in university services and assists
   in maintaining up-to-date information.
5. Ensures quarterly online registration schedules are arranged and communicated to campuses.
6. Refers and assists students in identifying appropriate services such as orientation, tutoring,
counseling, technical support, textbooks, library resources and other support services.
7. Provides support services to all students enrolled in online courses.
8. Utilizes Microsoft Office and CampusVue to produce documents and interpret data.
9. Serves as a liaison and communicates with appropriate campus staff regarding student issues.
10. Functions as first line of technical support for end-users.
11. Troubleshoots low-level software and operating system problems for online learners.
12. Explores new innovative tools to assist online learners.
13. Facilitates online communication to students through various forms of technology.
**14. Performs other duties as assigned.**

**Required Work Hours**

Forty hours per week during daytime, evening, and weekend hours. Scheduled work hours may change. Overtime may be required, or permitted with prior approval.

**Reporting and Supervisory Responsibilities**

1. The Learner Support Technician reports to the System Vice President & Dean of Faculty.
2. This position has no supervisory responsibilities.

**Physical Requirements**

The Learner Support Technician must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**

Periodic travel, including airline travel and overnight stays, may be required.