

Graduate Assistantship Position Available

BEGINNING FALL 2015

A graduate assistantship is available with the Instructional Development Services within the College of Education and Human Services (COEHS) at Western Illinois University.

To apply, you will need to fill out our online employment application at <http://www.jotform.us/coehsids/jobapplication>

This position is located in the Interactive Multimedia Lab (IMM) and Technology Resource Checkout (TRC) division of the Instructional Development Services. The IMM/TRC is a service within the college where COEHS students, faculty, and staff can check out a variety of technology equipment as well as receive just in time training in a one-on-one or small group setting for students, faculty, and staff choosing to use emergent technologies in their teaching and learning. Visit our website for more information at <http://www.wiu.edu/coehs/technology>.

Preferred Qualifications:

Preference will be given to those with background in using instructional technologies, supporting cross-platform computer operating systems, and maintaining a variety of hardware and peripheral devices. Excellent communication and customer service skills are essential.

Responsibilities:

- Maintain and track TRC equipment inventory
- Check-in and out TRC equipment to eligible COEHS faculty, staff, students
- Maintain all equipment housed in the TRC checkout. This includes laptop carts, individual laptops, digital cameras and camcorders, tripods, portable projectors, iPods, PDAs, etc.
- Maintenance of laptop carts and individual laptops includes running Windows and Macintosh updates, Microsoft updates, downloading and updating common drivers and helper applications such as (Adobe Reader, Firefox, Java, Flash Player, etc.), making sure all laptops are in their correct slots, plugged in, and charged when not in use, and cleaning off of the desktops of the machines.
- Handle monetary transactions for purchase of TRC cards and semester laptop checkouts
- Perform basic repairs, maintenance, and upgrades to Macintosh and Windows based computers.
- Installation and imaging of new Windows or Macintosh computers.
- Duplicate and print labels on CD/DVDs using duplicator machine for requested projects.
- Assist with electronic classroom support for COEHS
 - Diagnose problems that are reported about classrooms
 - Projector bulb replacement, touch panel issues, etc.
 - E-classroom computer maintenance, repairs, upgrades
 - Connection of CODEC rooms to Quad Cities
- Assist COEHS faculty, staff, students with technology help in the IMM Lab
- Provide one-on-one training appointments in IMM Lab
- Develop articles and give workshops for TechInsights bi-weekly blog
- Other Duties as Assigned.