

Technology Trainer

Information Technology Services

Henderson State University

Job Description: The Technology Trainer is a full-time, twelve-month position. Under general direction, the Technology Trainer will collaborate with the IT department and others to identify technology skill gaps at Henderson and work toward closing those gaps. This includes the responsibility of assisting faculty, staff, and students with commonly used and campus-wide technology. The Technology Trainer will manage all training projects from inception to completion.

The Technology Trainer will provide office and classroom technology training regularly; provide professional and technical support to faculty, staff, and students as needed; train new employees on proper hardware and software use; apply educational methods to engage session participants; and gather or create training materials and objects in a variety of formats including, graphics, audio, video, and animation technologies to support training across campus.

The Technology Trainer will develop partnerships with faculty and staff to better support their needs, regularly communicate with the campus, serve on departmental and university committees, and attend relevant conferences and seminars to maintain an up-to-date knowledge base. Regular and reliable attendance on campus is an essential job function of this position, as is the ability to create and maintain collegial, harmonious working relationships with others.

Qualifications: Henderson State University is an Equal Opportunity/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students. In pursuit of this commitment, candidates will possess a Bachelor's degree in information technology, education, marketing, communication, or a related field from an accredited college or university OR any equivalent combination of experience and education from which comparable knowledge, skills and abilities have been achieved, are required.

The following experience is also desired: Two years of experience leading professional development (in-person and virtual) and providing technical support; experience regularly communicating with a large community through multiple methods such as social media and newsletters; practical experience using a variety of common technologies like Microsoft Office, Google Suite, and Zoom; experience with university systems like Canvas and Banner; and a good working knowledge of screen and webcam recording applications like Kaltura.

Salary: \$38,500

University: Henderson State University is located in Arkadelphia, Arkansas, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock, Arkansas on Interstate 30. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures. Please visit www.hsu.edu, www.arkadelphiaalliance.com or www.arkadelphiaschools.org for more information about Henderson State University and our community.

Application: Interested candidates should submit a cover letter, resume', unofficial transcript(s), and three (3) professional references. Please email in PDF format to:

Jacob Mills, Search Committee Chair
Senior Instructional Applications Administrator
millsj@hsu.edu

Review of applications will begin immediately and continue until the position is filled. The final applicant for this position will be required to submit to a background screening including a criminal background check pursuant to university policy. The applicant will also be required to provide official transcripts to Human Resources. Under the provisions of the Arkansas Freedom of Information Act, applications are subject to public inspection upon written request.