WISCONSIN LUTHERAN COLLEGE

Position Description

Position Title: Technology Specialist
Department: Information Technology
Reports to: Director of Information Technology
FTE: 1.0 FTE
FLSA: Hourly, Estimated salary range: $28.85-$31.25/hour
Revised: September 2026

Position Summary
The Technology Specialist provides comprehensive, service-oriented support for Audio-Visual (AV) and Information Technology (IT) systems across Wisconsin Lutheran College (WLC). This position helps ensure reliable, effective, and user-friendly technology experiences in classrooms, offices, specialized technology spaces, and campus-wide events.

The Technology Specialist works closely with faculty, staff, students, and members of the IT team to troubleshoot technology issues, maintain systems and equipment, provide training and support, and contribute to technology department projects and initiatives. The ideal candidate is technically proficient, collaborative, customer-focused, and proactive in identifying and resolving technology needs.

PRIMARY RESPONSIBILITIES

Audio-Visual Support
Provide assistance to the Media Services Coordinator as needed. That assistance can include the following:

- Support and maintain classroom and event AV systems, including projectors, audio systems, interactive displays, video conferencing cameras, microphones, and related equipment.
- Provide on-site technical support for campus events, presentations, and other activities requiring AV services, including audio, video, and livestreaming.
- Assist with AV system upgrades, installations, testing, and preventive maintenance.
- Troubleshoot AV equipment and systems and coordinate appropriate resolution of technical issues.
- Provide training and guidance to faculty and staff on the use of AV technology, equipment, and best practices.
- Provide coverage for after-hours and weekend AV needs associated with campus events and activities.

Information Technology Support

- Provide technical support for specialized campus technology systems and spaces.
- Support technical needs and ongoing operation of the campus specialized computer lab.
- Provide hands-on technical support, troubleshooting, and repair for technology and equipment within the eSports arena.
- Troubleshoot, maintain, and repair equipment and technology associated with the campus digital signage system.
- Assist with the implementation, maintenance, and troubleshooting of campus technology systems.

Campus Safety and Security Technology

- Oversee the campus access management system and assist with related troubleshooting, maintenance, and support.

- Assist with the operation, maintenance, and troubleshooting of campus security camera systems.
- Assist with the campus Emergency Notification System (ENS) and related technology needs.
- Work collaboratively with appropriate campus departments to support the reliable operation of technology systems related to campus safety and security.

General IT Operations

- Assist with technology-related onboarding for new faculty, staff, and students.
- Provide responsive and professional customer service to faculty, staff, and students.
- Assist with technology projects, system upgrades, installations, and other departmental initiatives.
- Maintain appropriate documentation and communicate technology issues, needs, and resolutions to the Director of IT.
- Perform other duties as assigned.

QUALIFICATIONS

Education and Experience

- Bachelor's degree in Information Technology, Computer Science, Audio-Visual Technology, or a related field preferred.
- Two to four years of diverse technology experience may be considered in place of a degree.
- Previous experience providing technical support in a customer-service-oriented environment preferred.

Knowledge, Skills, and Abilities

- Must perform duties in a manner consistent with WLC's Code of Christian Conduct and mission, reflecting the College's affiliation with the Wisconsin Evangelical Lutheran Synod (WELS).
- Strong technical troubleshooting and problem-solving skills, with the ability to diagnose issues and identify effective solutions.
- Strong customer service skills and the ability to communicate technical information clearly to individuals with varying levels of technical knowledge.
- Ability to work independently while also collaborating effectively with faculty, staff, students, and members of the IT team.
- Strong organizational skills, attention to detail, and the ability to prioritize multiple requests and projects.
- Proactive approach to identifying technology needs and resolving issues before they significantly affect users or campus operations.
- Ability to learn and support new technologies, systems, and applications as campus needs evolve.
- Experience with audio-visual systems and technologies preferred.
- Experience with technology project planning, implementation, and execution preferred.
- Experience in a higher education or campus technology environment preferred.
- Ability to provide support outside of normal business hours, including evenings and weekends, as required for campus events and technology needs.
- Ability to maintain confidentiality and exercise sound judgment when working with campus technology systems and information.

Physical Requirements

- Ability to perform duties that require moderate physical activity, including walking, standing, bending, reaching, and working in various campus environments.
- Ability to lift, carry, and transport technology equipment and other objects weighing up to 50 pounds.

- Ability to install, connect, disconnect, and troubleshoot technology equipment in classrooms, offices, event spaces, and other campus locations.
- Ability to work in areas that may require climbing, kneeling, crouching, or reaching to access technology equipment.
- Ability to stand or walk for extended periods during campus events, installations, or technical support activities.
- Ability to work flexible hours, including evenings and weekends, as needed to support campus events and technology operations.

As is expected of all workers, this position requires the incumbent to perform job responsibilities in a manner consistent with the overall mission and core values of Wisconsin Lutheran College, as defined through its affiliation with the WELS.