

|                                |                                 |                       |             |
|--------------------------------|---------------------------------|-----------------------|-------------|
| <b>JOB DESCRIPTION:</b>        | WILL Tech Support Coordinator   |                       |             |
| <b>DEPARTMENT:</b>             | External Affairs – WILL Program |                       |             |
| <b>REPORT TO:</b>              | WILL Executive Director         |                       |             |
| <b>EEO CLASSIFICATION:</b>     | Professional                    | <b>FLSA STATUS:</b>   | Exempt      |
| <b>CUPA HR CLASSIFICATION:</b> | 325000                          | <b>DATE APPROVED:</b> | 17-AUG-2023 |
|                                |                                 | <b>DATE MODIFIED:</b> | 25-MAR-2025 |

**SUMMARY:** Provides website and other technology support and advice to WILL leaders, members, and course facilitators.

**DUTIES:**

1. Acts as the single point of contact for WILL with the website designers and works with them to maintain and update elements of the WILL website, including the curriculum development system, registration system, membership renewal reminder system and all webpages.
2. Provides website support to WILL members and staff, including helping them login to the website to create their user profiles and completes travel forms and use the course registration system. Supports non-WILL course facilitators to login to the website and create their user profiles so they submit course proposals for upcoming semesters.
3. Provides technology support to WILL leaders, volunteers, and staff through WILL's Google Workspace account and trains and supports them on the use of Google Drive, calendars, documents, and spreadsheets. Advises WILL leaders, volunteers, and staff on the use of additional technology to make WILL operations more efficient.
4. Posts each new semester's courses on the website, activates the course registration system, and provides course registration support for WILL members prior to each semester and throughout the semesters.
5. Updates webpages with new material from WILL leaders, reorganizes existing website content and trains volunteers to upload content to the website.
6. Designs and runs queries to download data from the WILL website for Board members, other leaders, staff, and volunteers to use. Updates the online WILL calendar annually and prior to each semester.
7. Provides course implementation support during the current semester, including acting as the Assistant Audiovisual (AV) Coordinator to ensure AV Team members are scheduled to provide AV and Zoom support to courses, and provides AV support for courses when AV Team members are not available.
8. Acts as liaison with WNMU's Media Technology Services for reserving audiovisual equipment and requesting support for courses and other events. Contacts WNMU's IT Department for repairs of WILL's AV and office equipment, including computers, printers, and projectors, when needed.
9. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
10. Performs other duties as assigned.

## **REQUIREMENTS:**

1. **Education /Background:** Associates Degree or 3 years of on-the-job experience in a related field required. Two years of related experience in customer technology support preferred. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Skill in the use of personal computers and proficiency with MS Office Suite and Google applications and internet technology, including browsers and websites. Ability to work collaboratively with WILL leaders, staff, and members and WNMU staff. Must possess strong customer service focus, strong interpersonal/verbal communication skills, and strong writing, editing, planning, and organizational skills. Ability to evaluate problems, display sound judgment, and maintain confidential information. Ability to assist with recruiting and training volunteers. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural and generational differences within the University, WILL and the community.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
  - a. Valid driver's license

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

---

Employee Signature

---

Date

---

Employee Name (Printed)