

Classroom Technology Support Supervisor (7561U)  
Research, Teaching, and Learning, 70522  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=238732>

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Posted Jul. 26, 2024, set to expire Nov. 4, 2024

**Job Title** Classroom Technology Support Supervisor (7561U)  
Research, Teaching, and Learning, 70522

**Department**

**Institution** University of California, Berkeley  
Berkeley, California

**Date Posted** Jul. 26, 2024

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Instructional Design/Technology  
Educational Technology

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**Job Description**

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**Classroom Technology Support Supervisor (7561U) Research, Teaching, and Learning, 70522**

**About Berkeley**

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](https://grow.berkeley.edu).

## Departmental Overview

Research, Teaching, and Learning (RTL) is composed of several teams providing support for instructors and researchers at Berkeley. With leadership in their area of expertise, teams coordinate around consultations, resources, tools, and projects across RTL for the broader campus community.

## Application Review Date

The First Review Date for this job is: July 9, 2024

## Responsibilities

40% - Supervision of RTL Classroom Support and Student Workforce Program Team

- Partner with the senior manager for classroom technology services to shape direction and vision

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for supporting instructional services in the classroom technology portfolio.

- Through supervision of professional staff, supervises the user experience and support of classroom technology, student workforce program, and the instructional computer facilities service
- Develops professional staff, ensuring that they keep abreast of and recommend emerging academic technology trends and instructor needs
- Represent the department and engage with other campus entities to coordinate and improve overall instructor support experience
- Coordinates with campus and departmental team members to maintain office space for classroom technology support and the student workforce program
- Conducts tri-annual achieve meetings and/or annual performance reviews and independently determines subordinates' performance ratings

30% - Classroom Technology Help Desk Support Process Owner

- Establish and maintain escalation process between classroom technology helpdesk, technicians, and other members of the team
- Coordinate with team members to ensure knowledge base and training documentation stays up to date for both internal support staff and external instructional community
- Troubleshoots, resolves or appropriately triages complex classroom technology issues
- Lead and collaborate with team members to define technology support processes, key performance indicators, and partnerships/contracts are in place to deliver the necessary support within established service levels.
- Develop and generate service metrics based on analysis of trends of technology requests, usage and activity.
- Analyze support needs and allocate resources to ensure adequate, excellent support and operational coverage for services in the portfolio.

25% - Project Team Lead/Member

- Owns/Leads and/or participates in cross-functional service improvement project teams to:
- Identify, evaluate, and develop complex systems and processes
- Gather, analyze, prepare and summarize business and user needs, documenting requirements, and revising existing system logic difficulties as necessary.
- Review, compare, and recommend new external vendor platforms
- Plan and execute quality assurance testing for classroom technology functionality
- Provides input to Requests for Proposals (RFPs) or writes portions of RFP documents.

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5% - Professional development and other duties as assigned by the supervisor

### Required Qualifications

- Advanced knowledge of requirements to execute complex technical support processes.
- Knowledge of relevant technology and methods of customer support operations.
- Knowledge of administrative procedures and office management.
- Strong interpersonal communications skills.
- Strong organizational and program management skills.
- Strong technical skills/experience including Mac/PC, video conferencing, multimedia, presentation tools, and emerging technologies.
- Bachelor's degree in related area and/or equivalent experience/training.

### Preferred Qualifications

- Supervisory and staff development experience.
- Demonstrated skill in managing technical staff.
- ITIL Foundations certification.

### Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for full UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and

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experience.

The budgeted salary range that the University reasonably expects to pay for this position is **\$118,000 - \$135,000**.

### **How to Apply**

To apply, please submit your resume and cover letter.

### **Other Information**

This is a hybrid position, with up to 20% remote work eligibility.

### **Conviction History Background**

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

### **Equal Employment Opportunity**

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see [the U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

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**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM.HRS\\_APP\\_SCH](https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH)

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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

N/A

University of California, Berkeley

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