Technology Solutions Specialist - Information Technology Services

higheredjobs.com/search/details.cfm

Type: Full-Time
Salary: $60,000 - $68,000 per year
Posted: 1 day ago
Category: IT Support and Training
Current Employees: If you are currently employed at any of the Universities of Wisconsin, log in to Workday to apply through the internal application process.

Position Title:
Technology Solutions Specialist - Information Technology Services

Job Category:
Academic Staff

Employment Type:
Regular

Job Profile:
IT Professional III

Job Duties:

Attention:

Information Technology Services (ITS) at the University of Wisconsin-Whitewater is seeking a Technology Solutions Specialist (IT Specialist III, IT082).

Job Details:

Focusing on business goals and objectives, the IT Technology Solutions Specialist delivers comprehensive, multidisciplinary IT services to support complex IT functionality and ensure strategic alignment. Reporting to the ITS Process Manager, you will serve as a "problem solver," collaborating with business stakeholders and the ITS team to identify the root causes of technology issues, research and implement effective solutions, and ensure thorough documentation and user training. You will work cross-functionally to manage projects and ensure seamless issue resolution across various IT functional groups, with a particular focus on the organization's audio/visual systems, classroom technologies, and collaboration tools.

Key Job Responsibilities:

- Install, configure, and maintain diverse hardware, software, and configuration needs tailored to various university environments
- Provide technical support for complex inquiries related to hardware, software applications, technology access, and specialized multimedia equipment
- Manage the design, implementation, and ongoing maintenance of university-wide audiovisual (AV) systems and installed classroom technologies
- Deliver technical support for installed audiovisual (AV) systems across the university
- Research emerging technologies to enhance classroom and laboratory environments, and partner with ITS colleagues to evaluate, test, and pilot new solutions
- Collaborate with ITS colleagues to ensure the university's technology infrastructure supports and aligns with AI, VR, AR, and other emerging technologies
- Research potential technology purchases and provide recommendations aligned with departmental business needs and requests
- Provide supplementary support to cross functional IT service areas, including the Help Desk, Workstation Management, Network Operation Center, as needed
- Work cross-functionally within the ITS department, utilizing and learning new technologies to troubleshoot and resolve issues efficiently
- Lead small to medium-sized projects, coordinating cross-functional deliverables and managing change processes
- Collaborate with stakeholders and ITS staff to identify issues, gather requirements, define project scopes, and manage project/problem resolution using established project management frameworks and departmental best practices
- Assist in the design and execution of complex technology system and service implementations across the institution
- Develop documentation and deliver targeted training sessions to increase technology adoption and minimize support demand
- Champion best practices, reliability, and a customer-centric approach throughout all IT support functions
- Utilize organizational tools, ServiceNow and Monday.com, for tracking activities, support tickets, and updating project statuses
- Some evening and weekend hours will be required, as necessary
- Perform all other duties as assigned by the Process Manager, Deputy CIO, and CIO

Department:

Information Technology Services (ITS)

Compensation:

Well-qualified candidates can expect a starting annual salary within a range of $60,000 - $68,000.

UW System employees receive an excellent benefit package. To learn more about the UW System's comprehensive benefit package, review the UW System Employee Benefits Brochure.

Required Qualifications:

Education

Bachelor's degree in Computer Science, Information Technology, Electronic Media, Instructional Technology, or a closely related field

Or an equivalent combination of education, certifications, and directly related experience

Experience

- Minimum **8 years** of professional experience in audiovisual (AV) production, AV systems, and/or AV technology support in complex environments (e.g., higher education, corporate, or large venues)
- Minimum **3 years** of experience providing **computer and classroom / learning space technology support**
- Demonstrated experience troubleshooting and resolving complex technical issues across multiple platforms (hardware, software, network, AV)
- Experience working in a **customer-facing technical support** role with responsibility for incident resolution and follow-up
- Experience working **cross-functionally** with IT, academic, or administrative units to deliver technology solutions

Technical Knowledge & Skills

- Working knowledge of **installed AV systems** (projectors, displays, microphones, speakers, switchers, control systems, lecture capture, and video conferencing solutions)
- Experience supporting **classroom technologies** (document cameras, podium PCs, control panels, presentation systems, and collaboration tools such as Zoom or Microsoft Teams)
- Proficiency with **Windows and macOS** operating systems, standard productivity tools (e.g., Microsoft 365), and common classroom/lab software
- Basic understanding of **networking concepts** relevant to AV and endpoint support (TCP/IP, VLANs, Wi-Fi, AV over IP)
- Ability to create and maintain **technical documentation** and user-friendly guides

Customer Service & Professional Skills

- Strong **customer service orientation** with the ability to communicate clearly and effectively with non-technical users, both verbally and in writing

- Demonstrated ability to **prioritize**, manage multiple tasks or projects simultaneously, and meet deadlines
- Strong **analytical and problem-solving skills**, including the ability to identify root causes and propose practical solutions
- Ability to work independently with minimal supervision as well as collaboratively in a team environment

Other Requirements

- Ability and willingness to work **some evenings and weekends**, as needed, to support events, maintenance windows, and urgent issues
- Ability to travel between university locations and to move, lift, or position technology equipment as required for installations and support

Preferred Qualifications:

Technical & Domain Experience

- Experience with **livestreaming production and support**, including switching, audio mixing, and live event workflows (e.g., for lectures, town halls, ceremonies, or performances)
- Knowledge of **NewTek TriCaster** operations, configuration, and support
- Experience with **low-voltage cabling**, signal flow, and AV infrastructure (terminating, testing, labeling, and documenting cable runs)
- Experience designing and supporting **enterprise classroom and AV solutions**, such as:
    - AV control and switching platforms (e.g., Crestron, Extron, AMX)
    - DSPs, audio routing, and microphone systems
    - Zoom Rooms, Microsoft Teams Rooms, or similar room systems
- Experience with **AI, AR, and/or VR technologies** in instructional, research, or collaboration environments
- Familiarity with **learning environments in higher education**, including classrooms, labs, and specialized instructional spaces

Tools, Frameworks & Methodologies

- Experience with **ServiceNow** for IT service management (incident, request, change, and knowledge management)
- Experience with **Monday.com** or similar project/task management tools for tracking project progress and team deliverables
- Familiarity with **ITIL-aligned** service management practices and workflows
- Experience leading **small to medium-sized technology projects**, including requirements gathering, stakeholder communication, and change management

Certifications (Preferred but Not Required)

Relevant industry certifications such as:
  - **AVIXA CTS / CTS-I / CTS-D**
  - **CompTIA A+**, **Network+**, or similar technical certifications
  - **ITIL Foundation** certification
  - Project management certification (e.g., **CAPM**, **PMP**, or Agile/Scrum certs)

Knowledge, Skills and Abilities:

- Ability to interact respectfully with people with diverse socioeconomic, cultural and ethnic backgrounds
- Willingness and ability to be an active participant in following applicable safety rules and regulations including necessary training and drills

How to Apply:

Applications received by **February 26, 2026** are ensured full consideration. Applications received after that date may be given consideration at the discretion of the search committee. The most qualified applicants will be invited to participate in the next step of the selection process.

Only complete application packages will be considered. This includes online submission of the following documents:

- Cover Letter
- Resume
- Name and contact information for three **professional** references

Contact Information:

For questions regarding this position, please contact:
Katie Gantt
Administrative Manager
262-472-7794
ganttk@uww.edu

If you have questions regarding this recruitment or if you are unable to complete the application online due to a disability or system problem, please contact us at (262) 472-1024 or hr@uww.edu.

CONDITIONS OF APPOINTMENT:

University of Wisconsin-Whitewater does not offer H-1B or other work authorization visa sponsorship for this position. Candidates must be legally authorized to work in the United States at the time of hire and maintain work authorization throughout the employment term. If

you have questions regarding this, please contact Human Resources. UW-Whitewater is not an e-verify employer, therefore STEM extensions are not options for work authorization.

CAMPUS INFORMATION:

UW-Whitewater is a thriving public university located in southeastern Wisconsin. It leads the way in providing world-class, affordable higher education programs to more students than neighboring regional comprehensives in the University of Wisconsin System. A collaborative team of 1,300 faculty and staff are devoted to the success of the university's 11,500 students at its main and Rock County campuses. The team provides high-impact practices and academic programs - online and in person - from associate to doctoral levels. Recognized nationally for affordability, inclusion, and career development, UWW serves approximately one-third first-generation students and boasts strength in many areas, especially business and education. The campus and community embrace the Warhawk Family spirit, supporting the university's arts and nationally recognized NCAA Division-III level championship athletics. As a proud institution of access, more than 10 percent of undergraduate students use the acclaimed Center for Students with Disabilities - a priority mission since the 1970s.

UW-Whitewater's campuses are located centrally near Milwaukee, Madison, and Chicago, offering easy access to the cultural and commercial opportunities of major metropolitan areas. Near both Lake Geneva and the Wisconsin Dells, the area attracts numerous visitors from across the country. Whitewater is a vibrant college community near the Kettle Moraine State Forest offering area residents seasonal outdoor enjoyment. The nearby Rock County campus is located in Janesville, a town of 60,000 located on the Rock River and known as Wisconsin's Park Place.

ORGANIZATION INFORMATION:

The University of Wisconsin-Whitewater is part of the 13-campus Universities of Wisconsin (https://www.wisconsin.edu).

Wisconsin Statute 19.36(7)(b) provides that applicants may indicate in writing that their identity should be kept confidential. In response to a public records request, the University will not reveal the identities of applicants who request confidentiality in writing, except that the identity of the successful final candidate will be released. See Wisconsin Statute 19.36(7)(a).

Per Regent Policy Document 20-19, University of Wisconsin System Criminal Background Check Policy and Universities of Wisconsin Administrative Policy 1275 Recruitment Policies, UW-Whitewater requires criminal background checks as a contingency to employment. A criminal background check will be conducted prior to an offer of employment. All final candidates must be asked, prior to hire, whether they have been found to have engaged in, are currently under investigation for, or left employment during an active investigation in

which they were accused of sexual violence or sexual harassment. When obtaining employment reference checks, these same sexual violence or sexual harassment questions must also be asked.

The University of Wisconsin-Whitewater requires that all employees be active participants in following applicable safety rules and regulations including necessary training and drills.

For UW-Whitewater Campus safety information and crime statistics/annual Security Report, see Annual Security and Fire Safety Report if you would like a paper copy of the report please contact the UW-Whitewater Police at 262-472-4660.

UW IS AN EQUAL OPPORTUNITY EMPLOYER:

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, pregnancy, disability, status as a protected veteran, or any other bases protected by applicable federal or State law and UW System policies. We are committed to building a workforce that represents a variety of backgrounds, perspectives, and skills, and encourage all qualified individuals to apply.