



Classification Description

Job Title: Program Support Specialist - IIET

Pay Grade: TA015

Job Code: T076

FLSA Status: Non-Exempt

Job Purpose

This position provides administrative, technical, and operational support for the Institute for Innovative and Emerging Technologies (IIET), with a focus on managing the Extended Reality (XR) Lab and other emerging technology learning spaces. The Program Support Specialist-IIET also supports IIET initiatives that promote AI fluency, digital literacy, workforce readiness, and institutional innovation. This position plays a vital role in advancing IIET's mission to inspire learning and foster innovation through strategic partnerships, emerging technology, and community-centered initiatives.

General Responsibilities

Essential Functions

Maintains the XR Lab and additional technology-enhanced learning environments in a safe, functional, and learning-ready condition.

Manages equipment and software licensing, updates, and troubleshooting for XR, AR/VR, simulation, and immersive learning technologies.

Schedules and coordinates access to learning spaces; assists faculty and students during sessions and demonstrations.

Develops and maintains orientation materials, user guides, and documentation for lab users.

Assists with setup, testing, and improvement of new innovation spaces as IIET expands its footprint.

Supports a wide variety of IIET initiatives including, but not limited to, faculty-led pilots, digital literacy workshops, community/corporate training, and research-driven projects.

Assists in planning and executing events such as innovation challenges, student showcases, guest speaker sessions, and professional development offerings.

Serves as a liaison to students, faculty, industry partners, community organizations, and internal departments.

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Contributes to IIET communications and reporting efforts through newsletters, social media updates, event recaps, and internal documentation.

Procures, inventories, and maintains supplies, hardware, and software necessary for IIET operations.

Coordinates with FSW staff and departments for space management, room setup, audiovisual needs, and technical services.

Assists in tracking project progress, compiling data, and preparing documentation and reports for grants and strategic planning.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Two (2) years of full-time professional work experience in technical support, education, or related field. An appropriate combination of education and experience may be substituted.

Experience or coursework in Extended Reality (XR), game design, simulation, or related technologies preferred.

Demonstrated interest in supporting innovative, human-centered learning environments.

Comfort with XR hardware and software.

Proficient in Microsoft Office 365, Zoom, and Canvas LMS.

Strong organizational and time-management skills.

Initiative-driven, adaptable, and eager to learn in a dynamic environment.

Effective communicator with a diverse population of students, faculty, and community members.

Attention to detail, confidentiality, and ethical professionalism.

Comfortable working independently and as part of a cross-functional team.

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Ability to synthesize information from diverse sources and contribute to documentation, reports, or presentations.

Basic comfort with research and documentation tools.

Ability to travel to all FSW campuses and off-site locations, as needed.

Availability for occasional evening or weekend events.

Physical ability to manage lab equipment and assist with event setups.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.

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- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 8, 2025.