



Classification Description

Job Title: Senior Program Support Specialist-IIET

Pay Grade: TA041

Job Code: T078

FLSA Status: Exempt

Job Purpose

This position provides advanced administrative, technical, operational, and instructional support for the Institute of Innovative and Emerging Technologies (IIET). The Senior Program Support Specialist-IIET supports a wide variety of Institute initiatives related to Extended Reality (XR), artificial intelligence, workplace systems, digital literacy, strategic foresight, and emerging technology learning environments. 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

Coordinates the daily operation, maintenance, and continuous improvement of the XR Lab and other immersive or technology-enhanced learning environments.

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

Supervises assigned staff, student employees, interns, or support personnel working in XR and immersive learning environments.

Schedules and coordinates access to learning spaces and supports faculty, staff, students, and community participants during sessions, demonstrations, and events.

Develops and maintains orientation materials, user guides, training resources, and documentation for lab users and IIET stakeholders.

Plans, coordinates, develops, and delivers IIET initiatives related to XR, artificial intelligence, workplace systems, digital tools, digital fluency, strategic foresight, and emerging technologies, including faculty and staff development, student engagement activities, community and corporate training, and research-driven projects.

SENIOR PROGRAM SUPPORT SPECIALIST - IIET

Leads the setup, testing, launch, and continuous improvement of new innovation spaces as IIET expands its footprint.

Identifies, tests, and documents practical use cases for XR, AI tools, workplace technologies, and related emerging technology applications in collaboration with IIET leadership and College partners.

Plans and facilitates events such as innovation challenges, student showcases, guest speaker sessions, professional development offerings, public learning opportunities, and community engagement activities.

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

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

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

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

Tracks project progress, compiles data, and prepares documentation and reports for grants, planning, and strategic improvement efforts.

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.

Three (3) years of professional work experience in technical support, education, training coordination, learning environment support, or a related field. An appropriate combination of education and experience may be substituted.

Experience supporting or coordinating technology-enhanced learning environments.

SENIOR PROGRAM SUPPORT SPECIALIST - IIET

Experience supporting, facilitating, or delivering training, workshops, or instructional sessions for adult learners, students, or mixed audiences.

Demonstrated interest in Extended Reality, artificial intelligence, workplace technologies, digital literacy, strategic foresight, or innovative learning environments.

Comfort with XR hardware and software and an ability to learn and support additional emerging technologies.

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 communication skills with a diverse population of students, faculty, staff, and community members.

Attention to detail, confidentiality, and ethical professionalism.

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

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

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 equipment and assist with event and learning-space setup.

Preferred Qualifications

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

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

Experience with AI tools, workplace technologies, digital workflow tools, or related training applications.

Experience supervising staff, student employees, interns, or lab operations.

Experience developing guides, training materials, job aids, or user-facing documentation.

Experience supporting community-facing programs, events, or educational initiatives.

SENIOR PROGRAM SUPPORT SPECIALIST - IIET

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.
- 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.
- Coordinate the work of support personnel and contribute to a collaborative team environment.

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.
- 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.

SENIOR PROGRAM SUPPORT SPECIALIST - IIET

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 16, 2026.