UCF | Student Academic Resource Center
UNIVERSITY OF CENTRAL FLORIDA

Location: Trevor Colbourn Hall, Room 117
Phone: 407-823-5130
Email: sarc@ucf.edu
Web: https://sarc.sswb.ucf.edu

SARC Technology Assistant Job Description

Title of Position: SARC Technology Assistant
Report To: SARC Assistant Director
Hours: 12-15 hours per week. This is an in-person position.
Rate of Pay: $16.50 hourly

The Technology Assistant ensures SARC's online and hybrid academic support runs smoothly by maintaining the technical systems, tools, and training that staff rely on. The role combines technical support, hardware/software management, web and media upkeep, and development of interactive learning resources to help deliver high-quality academic success programs.

Core Responsibilities

Technology, Operations and Maintenance

- Manage inventory, tracking, maintenance, and upgrades for all SARC hardware and software.
- Oversee checkout, return, and documentation of equipment used for online and hybrid academic support sessions.
- Troubleshoot issues related to online platforms, software, A/V equipment, and peripheral devices used by SARC staff.
- Conduct technology needs assessments and evaluate emerging tools to determine their potential benefit to SARC.

Study Union Support

- Train and support professional and student staff during Study Union.
- Ensure all rooms are equipped with the necessary technology for in-person and Zoom-based final review sessions.
- Provide on-site troubleshooting and lead the equipment return and reconciliation process.

Web & Digital Media Management

- Serve as SARC webmaster, maintaining and updating departmental websites to ensure accuracy, accessibility, and usability.
- Produce academic success and instructional videos, including captioning to meet accessibility standards.
- Manage and maintain SARC's YouTube channel, ensuring content organization, quality, and compliance with university guidelines.

Additional Duties

Interactive Learning Development

- Create, implement, and maintain a repository of interactive online learning modules using tools such as JavaScript, HTML5, and other instructional technologies.
- Research and propose innovative ways to engage online learners through interactive web content.

Staff Training & Support

- Provide training and ongoing technical support to professional and student staff delivering online and hybrid tutoring, SI, and academic success sessions.
- Provide technical support to the University Testing Center (UTC) as needed.

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- Create clear, user-friendly instructional materials on the use of online platforms, software tools, and equipment.
- Perform other duties as assigned to support departmental operations and student success initiatives.

Required Qualifications

- UCF undergraduate student with at least one year of availability
- Strong communication skills, both written and oral.
- Excellent organizational and problem-solving abilities.
- Ability to work independently, meet deadlines, and follow detailed instructions.
- Creative, enthusiastic, and eager to learn and grow in the field of information/instructional technology.

Preferred Qualifications

- Experience with or knowledge of A/V technology, including digital video cameras, livestreaming equipment, smartboards, and projectors.
- Experience with or knowledge of troubleshooting online platforms such as Zoom and Teams.
- Experience with or knowledge of WordPress development and content management systems.
- Knowledge of video and photo editing, digital media tools, and accessibility practices.

Application Process

All qualified candidates interested in the SARC Technology Assistant position must apply by completing the online application found on SARC's website. The application form must include:

1) A professional resume and a cover letter. **Applications submitted without cover letters and/or resumes will not be considered.**
2) Three (3) valid references, preferably from a professor or supervisor, with contact information

Priority Deadline: All application materials must be received by **Sunday, November 1st, 2026 at 11:59 PM**. SARC will review all applications and schedule qualified candidates for interviews until the position is filled.

Questions? Contact:
Dr. Ana Mack, Assistant Director
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https://sarc.sswb.ucf.edu