INSTRUCTIONAL COMPUTER LAB/HELP DESK SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To oversee operations of Academic Technology Resource Center's (ATRC) computer labs, mobile wireless lab and faculty technology center; oversee operations of ATRC's help desk for an online class management and other academic technology systems; supervise, train and coordinate the work of assigned student employees; and provide technical assistance and support to faculty, students and others in the use of applications software, programs and tutorials.

SUPERVISION RECEIVED AND EXERCISED

This class receives supervision from the Academic Technology Supervisor and general direction from the Academic Technology Resources Center (ATRC) faculty coordinator.

This class exercises functional supervision over student staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Oversee daily operations of ATRC's computer lab classrooms, mobile wireless lab and faculty technology center; monitor and maintain scheduling of the lab classrooms and mobile wireless lab and coordinate changes and adjustments as required; inspect and monitor lab environments, troubleshoot and resolve minor hardware and software problems and arrange for maintenance, cleaning and repair of facilities, computer equipment and peripherals to ensure a safe, orderly and clean environment.

2. Supervise, train and schedule the work of student employees; monitor performance and work quality.

3. Monitor computer lab operations and user behaviors to ensure conformance with District policies and procedures; provide one-on-one assistance regarding computer operation, software and tutorials.

4. Oversee operations of the ATRC help desk providing tier 1 support for the online class management system; answer routine queries from students and staff; assist users on routine problems involving the use and functionalities of the system; refer more complex questions and problems to senior ATRC staff.

5. Provide support to students in setting up email accounts, accessing academic tutorials, conducting Internet research and use and operations of hardware and software.

6. Conduct orientation sessions for online classes as required; assist faculty in conducting computer educational workshops.
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7. Prepare, update and maintain a variety of administrative and budget records and files; orders and maintains an inventory of supplies.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

1. Operations and services of an instructional computer laboratory.
2. Operations and functions of a help desk, including help desk software uses and functionalities.
3. Principles and practices of library organization and cataloging of materials.
4. Operational characteristics, capabilities, constraints and commands of PCs and peripheral devices such as printers and scanners in a network environment.
5. Uses and operations of standard business and graphics software, including Microsoft and Adobe products and applications.
6. Basic troubleshooting methods and techniques.
7. Principles and practices of sound business communication in a college environment.
8. Instructional concepts and techniques as they apply to areas of responsibility.
9. Local, state, and federal laws, codes and regulations, including terminology and processes applicable to areas of assigned responsibility.
10. Customer service methods, techniques and etiquette.
11. Correct English usage, including spelling, grammar, and punctuation.

Ability to:

1. Oversee, observe, monitor and ensure smooth operations of lab classrooms, mobile computer labs and faculty technology center.
2. Oversee, train and coordinate the work of student employees.
3. Coordinate the scheduling of labs and make adjustments to scheduling with limited notice in a calm and effective manner.
4. Oversee the operations of a help desk, ensuring that tier 1 problems and questions are resolved quickly and accurately.
5. Work effectively and assist students with a wide range of background and experience in the uses of technology.
6. Communicate effectively, orally and in writing.
7. Prepare clear, concise and accurate documentation, reports of work performed and other written materials.
8. Keep technical skills current to meet continuing technology assignments.
9. Establish and maintain cooperative working relationships with those encountered in the course of work.
10. Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible computer hardware and software support experience, at least one year of which involves working with students in a computer lab environment.
Training:

Equivalent to an Associates degree from an accredited college or university with major course work in computer science, information systems or a related field.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions:

Computer laboratory; occasional travel to various education centers; exposure to computer screens; extensive contact with students and faculty.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; moderate or light lifting; using hands repetitively to operate computer equipment; stooping, kneeling, bending and crouching; near visual acuity for reading computer screens; and distance and peripheral vision to monitor and observe computer lab conditions and lab user behaviors.