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 perform difficult and specialized technical support for assigned instructional computer laboratories; install, configure and maintain computer lab equipment and software, including network connectivity; troubleshoot and resolve hardware, software and compatibility problems; maintain assigned servers located in the Information Services department; and assist faculty, students and staff with a variety of technical issues.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned department chair.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

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

Essential Functions:

1. Ensure proper functioning of computer equipment, scanners, printers, data projectors and other peripheral equipment, standard and specialized software, and network connectivity in assigned computer laboratories; diagnose, troubleshoot and resolve computer lab hardware, software, network and server problems.

2. Inspect and monitor computer laboratories on a daily basis; receive, prioritize and respond to troubleshooting requests.

3. Assist faculty and students with the uses and operations of computer lab equipment and software to achieve instructional objectives; communicate with instructors, students, and staff to ensure laboratories are configured to properly support courses of instruction and independent lab assignments.

4. Install and configure hardware and software components on stand-alone computers; write codes and test computer programs for automation of procedures.

5. Maintain security of laboratory network; create student accounts; add and delete users and set up security rights; create users' menu systems.

6. Install, configure, maintain and back up assigned servers; install and remotely image/re-image computer laboratory software.
7. Provide technical assistance on Macintosh and Apple computer equipment and software; research, troubleshoot and resolve hardware, software and Macintosh/Windows compatibility/integration problems.

8. Install, design and configure network components including cabling, file servers, hubs, interface cards and various network applications.

9. Review and evaluate the purchase of new software and hardware applications; determine hardware and software requirements proposed by new applications.

10. Maintain and repair computer equipment; clean monitors, keyboards, printers and CPUs internally and externally; determine needed outside repair of equipment.

11. Create, update and back up various computerized class files; enter student hours into local network tracking system; download student laboratory hours from host computer to local network tracking system.

Marginal Functions:

1. Attend and participate in various staff and faculty meetings as required.

2. Provide supplemental technical assistance to other computer laboratories.

3. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

1. Operation and services of instructional computer laboratories.

2. Macintosh and Windows operating systems and associated software applications, including instructional support software.

3. Advanced methods and techniques of troubleshooting and determining the causes of system, computer, hardware and software problems, errors and failures.

4. Principles, methods and techniques for installation and support of Macintosh OS and compatibility/integration with Windows operating systems and software.

5. Principles, practices and methods of network administration and software installation and maintenance, and associated security measures.

6. Basic instructional and tutorial techniques.

Ability to:

1. Assist in the maintenance of computer equipment and resources of an assigned instructional computer laboratory.

2. Install, design, configure and maintain operating systems, computer hardware and devices, network connections, hardware and software components, and other technology tools.

3. Obtain accurate and complete information from faculty to identify their instructional technology needs and applicable technology solutions.

4. Troubleshoot complex system, hardware, software and network connectivity problems and incompatibilities and make or recommend repairs and modifications.
5. Create and maintain documentation of work performed and other written materials.
6. Work independently in the absence of supervision?
7. Communicate clearly and concisely, both orally and in writing.
8. Assist students in the use of technology of instructional computer laboratories.
9. Establish and maintain cooperative working relationships with those contacted 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:**

Four years of increasingly responsible computer and computer network operation, installation and configuration experience.

**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; 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; operating computer equipment; extensive use of computer keyboard; near visual acuity for reading computer screens.