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 assist in the implementation, administration and maintenance of computer equipment and resources of an assigned instructional computer laboratory; to provide assistance to students in the use of the assigned computer laboratory; and to perform a variety of technical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level supervisory or management 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. Assist in the implementation, administration and maintenance of computer network equipment and resources of an assigned instructional computer laboratory.

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

3. Maintain security of network; create user accounts; add and delete users and set up security rights; create user's menu system.

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

5. Conduct orientation lectures for new classes at the beginning of each semester; assist students in the use of hardware and software applications; troubleshoot any hardware or software problems that arise during class lectures.

6. Review and evaluate the purchase of new software and hardware applications; determine hardware and software requirements proposed by new applications.
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7. Maintain and repair computer equipment; clean monitors, keyboards, printers and CPUs internally and externally; determine needed outside repair of equipment.

8. 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:

Operations and services of an instructional computer laboratory.
Principles and practices of library organization and cataloging of materials.
Principles and procedures of network software installation and configuration.
Operational characteristics of computer networks and associated security measures.
Methods and techniques used to troubleshoot hardware and software application problems.
Basic instructional and tutorial techniques.
Computers and applicable software applications.

Ability to:

Assist in the maintenance of computer equipment and resources of an assigned instructional computer laboratory.
Install, design and configure network hardware and software components.
Assist students in the use of instructional computer laboratories.
Maintain and repair computer network equipment.
Create and maintain detailed, accurate records.
Operate office equipment including supporting software applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
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; 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; operating computer equipment; extensive use of computer keyboard; near visual acuity for reading computer screens.