

**SENIOR COMPUTER LAB TECHNICIAN**

**DEFINITION**

Operates and maintains computer equipment including network hardware and software in a student computer laboratory. Acts as the technical lead on projects involving computer and network hardware and software.

**DISTINGUISHING CHARACTERISTICS**

A Senior Computer Laboratory Technician operates lab computers and networks(s), prepares documentation, and procedural manuals. Acts as a technical lead on projects, providing direction to other staff.

A Computer Laboratory Technician operates lab computers and network(s), develops and maintains computer application and utility programs, performs minor repairs of lab equipment.

An Assistant Computer Laboratory Technician assists in operation of lab computers, network(s) and assists in the performance of minor repairs.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is received by Information & Technology Services management personnel.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

**EXAMPLES OF DUTIES**

Operates the lab's computers and network(s).

Acts as a technical lead on projects, providing direction to other staff in installing, configuring, maintaining, upgrading and troubleshooting computer and network hardware and software.

Prepares documentation, procedural manuals, and user instructions.

Develops and maintains computer application and utility programs.

Performs independent research and development of applications and/or network configuration under the direction of the Information & Technology Services supervisor.

Maintains the security and physical appearance of the equipment and facilities.

Performs back-up of lab computers and network(s) and performs data recovery procedures when a loss occurs.

Performs minor repairs of lab equipment.

Arranges major equipment repairs and assists field engineers in their determination of problem sources.

Maintains inventory records and orders supplies needed for the operation of equipment.

Schedules/coordinates student and faculty access to computer equipment and facilities.

## **EXAMPLES OF DUTIES (continued)**

Demonstrates to students and faculty effective methods of using lab equipment and facilities.

Effectively communicates with students and staff in a multi-cultural environment.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

Current computer and network hardware and software.

Computer operations in an academic student computer lab.

### **Ability to:**

Read and interpret complex computer technical manuals to obtain procedural instructions.

Work effectively with minimal supervision.

Establish and maintain effective working relationships with students, faculty, administrators and supervisors.

Demonstrate computer operations, and the proper utilization of equipment and materials.

Keep and maintain detailed and accurate records for maintenance, inventory, and budgetary purposes.

Interview, train, and provide work direction to student workers.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Two years of experience in the operation or maintenance of current computer and network hardware and software.

Bachelor's degree in Computer Science or related field from an accredited college or university or equivalent.

### **Desirable:**

Demonstrated experience in student lab coordination and scheduling.

### **Continuing Education Requirements:**

Stay current in changing technology by reading and attending seminars and classes.