

INSTRUCTIONAL COMPUTER LAB TECHNICIAN

DEFINITION

Performs a variety of duties related to computerized instructional support requiring the ability to use general and discipline specific software applications (programs).

DISTINGUISHING CHARACTERISTICS

A Senior Instructional Computer Lab Technician assumes responsibility for student instructional assistance exercising independent judgment in the interpretation and application of classroom procedures and policy. May coordinate duties of lower-level staff.

An Instructional Lab Technician provides instructional support within a framework of established procedures. The work of this class requires knowledge of general and discipline-specific software applications, and the ability to choose a limited number of alternatives in solving routine problems.

An Assistant Instructional Computer Lab Technician assists in providing instructional support within established guidelines and under immediate supervision. While a variety of tasks may be assigned, changes in procedures or exceptions are explained in detail as they arise.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by Information and Technology Services management personnel.

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

EXAMPLES OF DUTIES

Operates lab computers and network(s).

Assists students individually or in small groups with use of hardware and software applications; resolutions of associated problems.

Assist in preparation of instructional materials; copy paper and electronic materials; proctor exams.

Demonstrates to students and faculty the effective use of equipment and classroom materials.

Assists in the coordination of laboratory equipment and facilities.

Collects and records data regarding student attendance, equipment performance, and supply and program inventory.

Coordinates the use of the lab's equipment and facilities.

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

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Current computer hardware and software and discipline-specific software.

Ability to:

Assist individual students in the use of the academic computing laboratory.

Establish and maintain effective working relationships with faculty, students and staff.

Read, comprehend and explain computer software user instruction manuals.

Demonstrate the proper utilization of equipment and materials.

Maintain order and discipline in the lab.

Successfully learn new software programs in a short period of time.

Understand and carry-out instructions.

Work effectively without supervision and when required, exercise prudent judgment necessary to a multi-cultural learning environment.

Recognize common errors with hardware and software, and take corrective actions.

Verbal and written communication skills.

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

EMPLOYMENT STANDARDS

Minimum Qualifications:

Associate's degree from an accredited college or university or equivalent in the subject area of assignment.

Two years of experience assisting students or teaching the subject of the assignment to adults either at the community college or adult education level.

Experience with computers, and computer assisted instruction in the use of word processing programs.

Desirable:

Bachelor's degree from an accredited college or university.

Continuing Education Requirements:

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