GLENDALE COMMUNITY COLLEGE   **CLASS DESCRIPTION**

COMPUTER LAB TECHNICIAN

DEFINITION

Operates and maintains computers and computer networks and maintains supplies and inventory.

DISTINGUISHING CHARACTERISTICS

A Senior Computer Laboratory Technician operates lab computers and network(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 OR EXERCISED

Supervision is received from 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).

Installs, configures, maintains, upgrades and troubleshoots computer and network hardware and software.

Assists in preparation of documentation, procedural manuals and user instructions.

Develops and maintains computer application and utility programs.

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

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

Performs minor repairs of lab equipment.

Assists in arranging for 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.

Assists in scheduling/coordinating student and faculty access to computer equipment and facilities.

Demonstrates to students and faculty effective ways to use lab equipment and facilities.

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

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

EXAMPLES OF DUTIES (continued)

Performs related duties as required.

QUALIFICATIONS

Knowledge of:

Current computer and network hardware and software.

Computer operations and the proper use of equipment and materials.

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 use of equipment and materials.

Keep and maintain detailed and accurate records for maintenance and inventory.

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

EMPLOYMENT STANDARDS

Minimum Qualifications:

One year of experience in the operation or maintenance of current computer and network hardware and software.

Successful completion of 12 college semester units or 18 quarter units in data processing, programming, computer electronics, or computer technology from an accredited college or university may be substituted for the required experience.

Continuing Education Requirements:

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

Desirable:

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