

Computer Lab Technician/Media Specialist

12 Month, 100%, Classified Position

POSITION Under direct supervision perform a variety of duties involved in providing technical support services in the District's Computer labs to faculty, staff and students; assist instructors in preparing specific assignments; and maintain laboratory computer and media equipment, materials, supplies. Night, weekend and off-campus work may be assigned

SUPERVISION EXERCISED Exercises functional and technical supervision over student assistants and interns.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

Prepare equipment and instructional materials, including a variety of audio-visual equipment, such as projectors, projection systems, and video recorders and players, for computer lab demonstrations and exercises. Provide support, assistance, and information, including schedules procedures and policies, to the faculty, students and staff; maintain proper learning environment in computer lab; oversee proper use of equipment by the students; ensure student compliance with laboratory policies and procedures; provide assistance to individual or small groups of students; resolve problems with computer systems, audio-visual equipment, programs, and services on multiple platforms; assist students, faculty and staff users with various business and academic software applications; assist with the installation and testing of computer equipment and software; modify system configurations; install software drivers; relocate computer workstations, peripherals, cables and related items as directed; participate in ordering, inventorying and maintaining computer and audio-visual equipment and supplies; train student assistants; secure labs and related equipment at completion of laboratory hours; monitor access; maintain computer systems and network security measures; respond to inquiries and requests for information regarding the computer labs and related programs; assist with orientations and demonstrations of computer lab facilities to groups and classes; maintain cleanliness of the computer lab including cables, floors, table tops, desks and furniture; maintain and update files and records; prepare necessary reports; duplicate and distribute materials; answer phone and take messages; complete assigned service tickets according to established timelines and procedures; provide support for student/lab time and attendance systems; maintain laboratory informational displays including bulletin boards, posters, notices, and related items; support printing equipment and systems, including replacement of toner and paper and routine maintenance; participate in the preparation of academic computing labs for instruction; develop and maintain expertise in the software and equipment used in academic labs.

OTHER JOB RELATED DUTIES Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of: Proper operation, use, and application of a variety of client computer systems and related peripherals; operating characteristics of a wide variety of media equipment and materials. Basic principles, practices, techniques and procedures used in the maintenance and repair of media equipment; computer software including word processing, spreadsheets, web browsers, e-mail clients, databases, graphics, multimedia, programming and/or computer science applications; basic principles of network operating environments, including Unix, Linux, Macintosh, MS Windows and/or thin clients being served by network servers; Internet and network applications; principles and methods of developing technical documentation, basic principles and practices of client security and virus prevention; proper English usage, spelling, grammar, and punctuation; basic operational characteristics, maintenance, troubleshooting and repair needs of computers and peripherals, and audio-visual equipment; practices and procedures of record keeping; modern office procedures; principles of technical training.

Skill to: Demonstrate correct laboratory methods, practices, and techniques; operate a variety of highly technical computer and related peripheral equipment; operate modern office equipment; type and word process at a speed necessary for successful job performance; work effectively with end users; communicate technical concepts to non-technical people; manage time and workload effectively; develop professional documentation, reports and plans; resolve technical problems quickly and effectively; operate a variety of computer systems; follow written and verbal

instructions.

Ability to: Prepare laboratory exercises and materials for student, faculty and staff use; read, interpret and apply technical publications, manuals, and other documents; learn and adjust rapidly to new software applications, operating systems, new technologies and procedures; provide assistance to students on matters related to assigned laboratories; understand the mechanical function of and perform routine maintenance and repairs on laboratory equipment; Deliver audio/visual equipment using standard handling procedures; comprehend and apply materials having technical content; prepare and maintain accurate and complete records; learn, interpret and apply department policies, procedures, rules and regulations; read and understand software license requirements; interact effectively and sensitively with staff and students from diverse backgrounds; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION GUIDELINES

Education: An Associate degree or equivalent with major course work in computer science, computer applications or a related field.

Experience: Two years of instructional assistance in a computer environment or experience with computer technology.

Special Requirements: Essential duties require the following physical abilities and work environment: Ability to sit, stand, walk, kneel, squat, stoop, reach, and lift 40 lbs.; exposure to electrical and mechanical hazards. Ability to work in a standard office/classroom; to work rotational days off and/or off-setting shifts, to operate a vehicle and to travel to other work locations. Carry a District provided two-way radio during working hours, including lunch and breaks.

License or Certificate: Must possess and maintain throughout employment: 1) a valid California driver's license; and 2) a good driving record.

Range 37: \$