

COMPUTER LABORATORY TECHNICIAN

CLASS SUMMARY

Under general supervision, assists in operating and maintaining an instructional computer lab providing application software, programming languages and computer assisted instruction learning. May include mainframe, mini and micro operating systems. Perform related duties as required.

REPRESENTATIVE DUTIES

Orients classes and individual students in the proper use of terminals, peripherals, local area networks, and micro, mini, and mainframe computers; assists students on a variety of application software (i.e., word processing, spreadsheet, database and graphics), computer assisted instruction, and programming languages (i.e., PASCAL, ASSEMBLER, and C); updates computer systems at site; restores, replaces and installs software or hardware in classrooms; assists students in solving programming, application software, operating system, and hardware problems encountered in the lab; assists in the development of student-relevant computer documentation/teaching materials and maintains staff support documentation; performs simple mini-computer operations such as back-up, recovery and creation of passwords; assists in the installation of computer software and hardware; assists in researching computer equipment and software needs of the computer lab; configure network, switches, router; restore and create system images; troubleshoots computers; creates spreadsheets and databases in support of computer lab operations; prepares reports, correspondence, and statistical records; performs office clerical duties.

ORGANIZATIONAL RELATIONSHIPS

This reports to the appropriate administrator or designee and may direct the work of student assistants and instructional assistants. This class works with students and staff in a computer laboratory setting.

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Any combination of training and/or experience equivalent to a community college certificate in Computer Information Systems or a minimum of 2 years of progressively responsible computer support experience involving multiple applications programs on micro and mini computers.

COMPUTER LABORATORY TECHNICIAN (continued)

Knowledge and Abilities

Knowledge of: the operation and routine maintenance of computer laboratory equipment which includes a variety of microcomputers, peripherals, computer terminals, and local area networks; the operations of software application programs taught in the district; the use of structured programming languages, and record keeping, clerical and general office procedures.

Ability to: assist in the operation of an instructional computer lab; operate, maintain and explain the operation of a variety of microcomputers, peripherals, and local area networks; learn new application software programs; develop and maintain computer documentation and support information; establish and maintain effective relationships with staff and students; understand and follow oral and written instructions; maintain a proper learning environment; perform office clerical duties which include maintaining databases and spreadsheets.

Skills: Pass a computer applications test.