Classification Specification for Classified Service

Title: Computer Lab Technician (NE)  
Pay Scale Group: 70 1

Essential Function

Under general supervision from a designed administrator, responsible for the maintenance and operations of computer labs and assist lab users with computer-related issues.

Characteristic Duties

Provide consultative, technical and training support and services to the user community to ensure problem resolution, system/data access, and optimal system performance;

Responsible for hardware and software installation; system and network configuration; hardware and software troubleshooting and maintenance; and consulting with students, faculty, and staff regarding Mac and Windows computers and software;

Assist students in the lab by demonstrating the proper use of the equipment and how to use the hardware and software to finish assignments;

Assist with the computers and the network operation, supervision of lab equipment and facilities, keeping records of equipment and lab supplies, and maintaining the security of the lab;

Provide assistance such a clearing paper jams in printers and copiers, refilling ink toners and supplying paper;

May be responsible for the cleanliness of the lab to ensure safety and proper working conditions for the lab users and proper maintenance of the computers;

May prepare the computer lab schedule, provide backup of software and perform equipment repairs or arrange for repairs to be completed;

May be responsible for purchasing supplies and researching and purchasing replacement equipment;

Other related duties as assigned.

Minimum Qualifications

Associate's degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree — or one (1) years of related experience; or a combination of relevant education and three (3) years of experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field; contributes through performance of routine or repetitive activities and tasks.