INSTRUCTIONAL COMPUTER LAB ASSISTANT

Reports to: Instructional Computer Lab Supervisor

Dept:	Academic Information Services	**Range:**	12
FLSA:	Nonexempt	**EEO:**	Technical and Paraprofessional

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, provide assistance to students, patrons and others on the use of computer equipment, software and peripherals in an instructional computer lab environment; perform minor troubleshooting of standard hardware and software problems; enforce computer lab policies; perform basic lab housekeeping duties; maintain records of lab use and activities; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Answer questions and serve as an onsite information resource in an instructional lab setting; provide support to a high volume of students, patrons and community members having widely varied levels of technical knowledge of computer hardware, peripherals such as printers, scanners and copiers, and software including Microsoft Office Suite, Adobe, Quick-Books, Google applications, cloud storage, web design and other software; familiarize students with functionalities and steps in the use of computers and software; assist students and others in adjusting settings and resolving minor software, hardware and connectivity problems; assist students in locating resources they may need for future use.

2. Demonstrate basic use and provide training to students on navigation techniques for Canvas, Blackboard, SURF, Moodle and other college/classroom technologies.

3. Assist students and others in setting up printing accounts; assist students in running print jobs and resolving printer and copier problems.

4. Monitor student activities in the lab to ensure conformance with established policies such as no eating or drinking at workstations; seek to resolve any disruptive behavior; refer unresolved problems to supervisor; may call campus Police in emergency situations.

5. Perform basic computer lab housekeeping duties; clean screens, keyboards, tables and printers; troubleshoot and resolve minor problems with lab workstations; refer more difficult

software and hardware problems to Information Systems staff; refer facilities maintenance and repair problems to Facilities staff for resolution.

OTHER DUTIES:

1. Maintain records of activities and use of the lab.

2. Refer students to other areas of needed assistance such as reference, writing and tutoring assistance.

3. May assist in training and mentoring student workers.

4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Methods and procedures in the uses and functionalities of computer hardware and software, including Microsoft Office Suite, Adobe Creative Suite, web services and other applications in common use.

2. Basic methods in the installation and configuration of computer hardware and peripherals such as scanners, printers and copiers.

3. Methods and procedures for diagnosing, troubleshooting and resolving standard computer hardware and software problems in a computer laboratory environment.

4. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.

5. Basic instructional and tutorial techniques.

6. Safety policies and safe work practices applicable to the work.

7. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

1. Provide day-to-day technical support to students, patrons and community members in the use of computer hardware, peripherals and software in an instructional computer laboratory/library environment.

2. Learn and apply knowledge in the uses of specialized software and college classroom technologies as needed to demonstrate uses and methods to students and others.

3. Learn, interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.

4. Monitor activities in the instructional lab and enforce policies for proper use and behavior.

5. Perform minor troubleshooting and maintenance of computer hardware, software and peripherals.

6. Assist students in the use of available resources to complete course assignments.

7. Organize, create and maintain a variety of records and files.

8. Operate equipment such as copiers, scanners, printers and other instructional lab equipment.

9. Communicate effectively, both orally and in writing.

10. Understand and follow written and oral instructions.

11. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

12. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, supplemented by college coursework or work experience providing knowledge and skills required to provide technical support in an instructional computer laboratory setting.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program may be required for certain assignments.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Student workers.

CONTACTS:

Supervisor, coworkers, students, patrons and community members using the instructional computer lab.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderate physical effort with frequent to constant standing and walking for extended periods; occasional light lifting, carrying, pulling and/or pushing of objects weighing up to 20 pounds; frequent bending, kneeling and stooping; ability to work at a computer for extended periods, including repetitive use of a computer keyboard, mouse or other control devices; ability to view

small-font words/symbols on a computer monitor for extended periods; ability to travel and/or drive to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily an instructional computer lab environment; subject to frequent interruption in person and by telephone; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.