ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

LABORATORY TECHNICIAN – COMPUTERS (ITS)   **Salary Range 16**

BASIC FUNCTION:
Under the direction of the Network Manager, assist instructors in an assigned computer lab or other learning environment by operating computers, computer terminals and peripheral equipment; assist students in the operation of computers, terminals, consoles, printers, disk and tape drives; monitor computers and perform maintenance and repair as required. Perform other related responsibilities as may be assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*
- Assist students in operating computer lab equipment and related peripherals, typically in a network environment. (E)
- Inspect, monitor and maintain computer equipment and peripheral equipment to assure efficient operation and to prevent unauthorized access to the system console; troubleshoot and repair hardware and software problems; repair and replace computer parts and cards as appropriate. (E)
- Coordinate access to instructional labs, equipment check out, and specialty labs; insure that facilities, equipment, and software are functioning properly. (E)
- Perform routine maintenance on computer equipment and peripherals; investigate and report major repair needs to appropriate personnel. (E)
- Perform software and operating support activities on computers in assigned labs; add, remove and configure software as necessary. (E)
- Requisition supplies and equipment; maintain inventory records and track supply usage. (E)
- Recruit, train, assign work, and evaluate student workers and hourly personnel. (E)
- Prepare various records and reports related to lab operations and activities. (E)
- Present instructional materials to individuals, small groups and classes as required. (E)
- Assist in the preparation of training aids such as charts, graphs and slide sets; design manuals and other instructional materials as required.
- Perform other related responsibilities as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to an associate's degree in computer science or related field, plus one year experience working with computers; or three years experience working with computers in an educational or training environment.

KNOWLEDGE OF:
Computer applications including word processors, desktop publishing, spreadsheets, and other commonly used software applications.
Information systems methods, techniques and equipment.
Principles of operation of various computers and peripheral equipment.
Console and printing operations.
Oral and written communications skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Basic research methods.

ABILITY TO:
Operate, configure, and maintain PC's in a local area network environment.
Operate and assist others in the operation of computer terminals and peripheral equipment.
Prepare flow charts and diagrams as assigned.
Understand and follow oral and written directions.
Complete work with many interruptions.
Maintain records and prepare reports.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.
Provide work direction to others as assigned.
Perform routine maintenance and minor repair of computer equipment.
Monitor hardware and computer room and the lab conditions.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Recruits, trains, and provides work direction to student workers and hourly paid workers.

CONTACTS: Co-workers, other departmental staff, students, instructors, vendors, equipment repair facilities.

PHYSICAL EFFORT:
Dexterity of hands and fingers to operate lab equipment and to perform maintenance.
Lifting and carrying moderately heavy equipment and boxes.
Reaching to grasp equipment and to retrieve and file records.

WORKING CONDITIONS:
Instructional computer lab environment.