CLASS TITLE: COMPUTER FACILITIES ASSISTANT

BASIC FUNCTION: This position is responsible for directing activities and providing assistance to student workers and hourly staff in a learning laboratory environment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Troubleshoots software and hardware problems

May assist in training new student workers

Provides training to faculty, staff and students on equipment and software

Installs and tests new software

Installs new/replacement hardware

Oversees and coordinates team projects

Assists in demonstrating to students and faculty effective methods of using available equipment and facilities

Completes service requests and provides recordkeeping and reports

Creates master software images for computer installation

Operates a variety of instructional equipment, including computer terminals, printers, and scanners

Maintains computer lab in a safe, clean, and orderly condition

Assists in securing lab equipment

Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner

OTHER DUTIES:

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

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April 2011
KNOWLEDGE OF:
Organization, operations, policies and objectives
Utilization of search engines and functions of the internet
Advanced technology and operation of PCs and MAC
Record keeping techniques
Maintenance of computer equipment
Various computer software applications
Interpersonal skills using tact, patience and courtesy
Effective oral and written communication skills

ABILITY TO:
Troubleshoot technical problems
Provide leadership within a technical team
Interpret, apply and explain rules, regulations, policies and procedures
Compile, organize, and analyze statistical data
Work confidentially with discretion
Plan, organize and prioritize work
Meet schedules and time lines
Work independently with little direction
Understand and follow oral and written directions
Communicate effectively, both orally and in writing
Understand scope of authority in making independent decisions
Review situations accurately and determine appropriate action according to established guidelines
Establish and maintain effective working relationships with others

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school supplemented by college level coursework or training in information technology or directly related field and at least one year of technical experience required.

WORKING CONDITIONS:
ENVIRONMENT:
Office environment.
Fast paced environment during certain times of the school year.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Repetitive use of upper extremities including hand coordination activities.
Lifting, carrying, pushing or pulling moderately heavy objects up to 40 lbs.

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