CLASS SPECIFICATION
Instructional Lab Support Technician

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, supervises and ensures the efficient operations of assigned department computer labs; troubleshoots a variety of computer lab hardware, software and peripherals; creates and maintains proper academic environment in computer labs; provides technical assistance to students performing research and accessing instructional resources; supervises student assistants and work study students; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Instructional Lab Support Technicians are responsible for supervising and managing the daily operations of an assigned computer lab, and providing hardware and software technical support to students completing academic work. Incumbents are also responsible for maintaining the cleanliness, order and security of computer lab facility and equipment. Incumbents typically supervise the work of assigned student assistants, work study students, and limited term staff.

ESSENTIAL DUTIES AND 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. Provides technical support to faculty and students in assigned instructional laboratories; provides instruction and support to students on operations of computer hardware and standard business/specialized software in use at the laboratories; advises students on methods of conducting Internet and database research projects; maintains records of student attendance in the laboratories, reports student attendance data and prepares statistical reports on center/laboratory utilization.

2. Coordinates and oversees day-to-day activities of assigned instructional laboratories; schedules classes and special events in the centers/laboratories; conducts orientations and provides technical support to faculty in the use of technology to support the instructional process; may assist instructors with the use of technology tools.

3. Supervises and ensures the efficient operations of assigned department computer labs; monitors computing and information needs, evaluates effectiveness of services and recommends additions and modifications to current systems and equipment; answers general computing questions and provides technical support and assistance to faculty, students and staff on computer, network and server operations and applications; makes recommendations to management to improve the accessibility, functionality and safety of facility and equipment.
4. Coordinates with IITS or other designated contacts for the resolution of technical problems within the computer lab environment including software, hardware, and peripheral problems.

5. Creates and maintains proper academic environment in computer labs; maintains cleanliness, order and security of computer labs; enforces District and department rules and regulations regarding use of computer labs.

**COS Instructional Lab Option**

1. Maintains, administers and upgrades skill assessment management software; creates instructor accounts and class sections each semester; schedules examinations and training for department faculty; develops and conducts training workshops for faculty and students; contacts vendor to resolve errors and problems.

2. Assigns and specifies users and user access levels to ensure data integrity.

3. Develops and implements policies and procedures for student use of computer labs.

4. Prepares lab schedules and flyers advertising open hours.

**LAR Instructional Labs**

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**Mechanical Architectural Design and Drafting Instructional Lab Option**

1. Produces, maintains and finishes rapid prototype equipment, models and parts.

2. Monitors the department’s tool room and checks in and out tools.

3. Conducts tours of department computer labs as assigned.

**OTHER DUTIES**

1. Attends a variety of meetings, training sessions, seminars and conferences.

2. Schedules, assigns, trains, supervises and evaluates the work of student assistants and ensures accuracy of work; assists in resolving problems encountered in the course of work; inputs student worker hours into the payroll system and maintains time cards.

**QUALIFICATIONS**

**Knowledge of:**

1. Methods and practices for organizing, maintaining and overseeing the operations of an instructional laboratory.
2. General knowledge of System OS, and basic workings of computer hardware, software and peripherals.

3. Principles and practices for the operation and maintenance of instructional computer laboratories.

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

5. Specialized software packages applicable to assignment option.

6. PC hardware, operating systems and characteristics.

7. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

8. Safe work practices and procedures.

Ability to:

1. Answer student questions and walk students through uses and operations of specialized hardware and software.

2. Organize, set priorities and complete projects and client requests with a minimum of supervision.

3. Read and interpret diagrams, specifications and manufacturers’ instructions for the operation of technology equipment.

4. Follow and apply written and oral instructions.

5. Communicate clearly and effectively, both orally and in writing.

6. Prepare and maintain complete and accurate records and reports.

7. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.

8. Establish and maintain effective working relationships with District faculty, management, staff, students, vendors and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and two years of increasingly responsible experience in a computer lab environment; or an equivalent combination of training and experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. Employees are regularly required to stand and walk; crouch, stoop, kneel and bend.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District faculty, management, staff, students, vendors and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically perform their work in computer laboratories where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

Revised: January 12, 2015