CLASS SPECIFICATION  
Instructional Lab Support Assistant

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

GENERAL PURPOSE

Under general supervision, responsible for the efficient operations of assigned department computer labs; troubleshoots and upgrades a variety of computer lab hardware, software and peripherals; creates and maintains proper academic environment in computer labs.

DISTINGUISHING CHARACTERISTICS

Instructional Lab Support Assistants are responsible for managing the daily operations of an assigned computer lab. Incumbents are also responsible for maintaining the cleanliness, order and security of computer lab facility and equipment.

Instructional Lab Support Assistant is distinguished from Instructional Lab Support Technician in that an incumbent in the latter class is responsible for overseeing the daily operations and use of computer laboratories.

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. Ensures the efficient operations of assigned department computer labs; monitors computing and information needs, evaluates effectiveness of services. Answers general computing questions and provides technical support and assistance to faculty, students and staff on computer, network and server operations and applications.

2. Troubleshoots, analyzes maintains and reports computer problems.

3. 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.

4. Participates in ensuring the safety, cleanliness and upkeep of the classroom/lab environment; enforces Center/Lab operational policies, procedures and rules; monitors and participates in controlling student activities and behavior; as necessary, schedules student usage of Center/lab facilities.

5. Responds to routine inquiries and requests from students and instructors; provides information, guidance and support to students regarding computer related issues within scope of authority and knowledge; assists instructors in the assigned Center/Lab as needed.

6. Performs a variety of administrative and clerical duties, as assigned; develops and maintains a variety of program/department records, rosters, reports and other documents; maintains student attendance
logs and records; collects and maintains designated data; participates in enrolling students in assigned courses according to established procedures; drafts clear, concise and accurate written materials, including course marketing flyers; answers telephones; schedules appointments; performs data entry related to the duties described above.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, seminars and workshops as required.

2. Trains, supervises and evaluates the work of student assistants and ensures accuracy of work; assists in resolving problems encountered in the course of work.

QUALIFICATIONS

Knowledge of:

1. Uses and operations of computer hardware, printers, standard business software and specialized software applicable to assigned learning centers and instructional laboratories.

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

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. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

6. PC hardware, operating systems and characteristics.

7. Administrative practices and procedures including record keeping.

8. Safe work practices and procedures.

Ability to:

1. Provide day-to-day technical support for computer hardware, peripherals and software in assigned centers/laboratories

2. Walk students through uses and operations of specialized hardware and software.

3. Safely operate and care for a variety of computer installation tools.

4. Organize and maintain a variety of records and files.

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

6. Follow and apply written and oral instructions.

7. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
8. Establish and maintain effective working relationships with instructors, faculty, staff, vendors, students, the public 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 high school or G.E.D. equivalent; and two years of experience providing computer support to end users in a computer center/lab; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

None

**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 class, an employee is regularly required to stand, walk and sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel objects or controls; reach with hands and arms. An employee also is regularly required to stoop, kneel, bend, crouch or crawl, climb or balance and lift up to 50 pounds.

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

**Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; use basic math; learn and apply new information or skills; work with constant interruptions and interact with District management, faculty, staff, students and others encountered in the course of work. The employee may occasionally be required to interact with disruptive or abusive students.

**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.

The employee works in a learning center/lab or classroom-type setting, and the noise level can be moderately loud.