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; sets up, installs, configures, maintains, troubleshoots, upgrades and repairs a variety of computer lab hardware, software and peripherals; creates and maintains proper academic environment in computer labs; maintains inventory of computer lab and department hardware, software and peripherals; 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, including installing, troubleshooting and maintaining computer hardware, software and peripherals. Incumbents are also responsible for maintaining the cleanliness, order and security of computer lab facility and equipment and maintaining a working inventory of computer lab and department hardware, software and peripherals.

Instructional Lab Support Technician is distinguished from Instructional Lab Support Specialist in that an incumbent in the latter class is responsible for overseeing and coordinating the daily operations and use of CBIS department computer laboratories for classroom and individual lab use by faculty, staff and students.

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. 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.

2. Sets up, installs, configures, maintains, replaces and upgrades a variety of computer workstations, hardware, software, peripherals, operating systems, programming languages, media players and servers for assigned department computer laboratories; maintains system backup files.
3. Troubleshoots, analyzes, maintains, adjusts and repairs computer hardware, software, network, server and peripheral problems using diagnostic and application software; performs preventative maintenance on workstations and servers to ensure optimum performance.

4. 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.

5. Maintains inventory of computer lab and department workstations, hardware, software, peripherals, devices, parts, licenses, materials and supplies; assists instructors and staff in obtaining hardware, software and other equipment for instructional purposes; researches and maintains current knowledge of computer hardware, software, peripheral and network technology and makes recommendations for purchase of systems and equipment.

**CBIS Instructional Lab Option**

1. Performs remote management and organization and monitors performance of computer lab client computers using ghost servers; delivers image files using single internet protocol ghost server transmissions; prepares master computer images for cloning of computer labs; prepares and clones multi-partition operating systems on master image computers.

2. 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.

3. Designs computer lab layout; pulls cables and oversees or participates in the re-wiring of cables as required for installation of new computers or lab configuration.

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

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

6. Prepares lab schedules and flyers advertising open hours.

**Music, Radio and Television Instructional Lab Option**

1. Maintains the department’s computer music laboratory, piano/video laboratory, recording studios and mobile stations; designs computer lab layout; installs and configures music and video software applications; prepares master computer images for cloning of computer labs; prepares and clones multi-partition operating systems on a master computer; pulls cables and oversees and participates in the re-wiring of cables as required for installation of new computers for lab configuration.

2. Maintains, administers and upgrades OS assessment management software; creates instructor accounts and class sections each semester.

3. Maintains the department’s computer music laboratory, piano/video laboratory, recording studios and mobile stations; maintains and repairs a variety of music and video peripheral equipment, including
synthesizers, MIDI patch bays, digital and MIDI interfaces and sound modules; installs and configures music and video software applications.

**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 techniques for the installation, configuration and maintenance of hardware, software and peripherals.
2. Methods and techniques in troubleshooting and problem resolution for hardware and software problems.
3. Principles and practices of computer platform and network operating systems.
4. Principles and practices for the operation and maintenance of instructional computer laboratories.
5. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
6. Specialized software packages applicable to assignment option.
7. PC hardware, operating systems and characteristics.
8. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
9. Safe work practices and procedures.

**Ability to:**

1. Install and configure PCs, laptops, printers and other peripheral equipment.
2. Troubleshoot, diagnose and resolve complex and ambiguous computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.
3. Safely operate and care for a variety of computer installation tools.
4. Organize, set priorities and complete projects and client requests with a minimum of supervision.

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

6. Follow and apply written and oral instructions.

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

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

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

10. 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 high school or G.E.D. equivalent; and two years of increasingly responsible experience in IT hardware and software support; 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; and lift up to 50 pounds. Employees occasionally climb ladders and work in high, precarious places.

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.