CLASS TITLE: COMPUTER LAB ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide individual and group instructional services in a college computer laboratory or a learning center environment; install, maintain and oversee networked software and service systems for an instructional computer network system; provide complex clerical assistance to the teaching staff; monitor and maintain an instructional computer network system.

REPRESENTATIVE DUTIES:

Assist or tutor an individual or small group of students in the use of computer laboratory software and hardware; select, order and distribute instructional materials. *E*

Answer student questions regarding individual lessons and class assignments; distribute grades and discuss examinations with students; track student attendance; monitor and observe student behavior in the laboratory. *E*

Install, maintain and oversee networked software and service systems for an instructional computer network system; install updated versions of networked programs; maintain student identification files. *E*

Assist in the organization, preparation and presentation of instructional materials; set up and operate various visual aids, computers and other teaching aids as assigned; assist students in utilizing adapted equipment and programmed materials; orient and monitor students in the use of computers; maintain current knowledge of instructional adapted computer hardware and software; research new adaptive hardware, software and equipment. *E*

Prepare student handouts regarding laboratory policies, procedures and Internet usage; explain computer laboratory procedures and policies to students. *E*

Serve as a resource to students and staff concerning computer technology operation, repair and design; provide technical support to staff; train staff on the use of adapted computer equipment; drive a vehicle to repair and install equipment at various District sites as necessary. *E*

Perform basic troubleshooting of computer equipment and peripherals including replacing toner, refilling paper, plugging in peripheral equipment and clearing paper jams. *E*

Maintain instructional supply inventory; order supplies as needed; recommend equipment repair or replacement as necessary.

Maintain work area in a clean, safe and orderly condition; perform a variety of routine cleaning duties. *E*

Answer telephones and provide information to students and faculty regarding the department or available tutorial services. *E*

Provide training and work direction to student assistants as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Methods, materials, tools, equipment and procedures used in the installation and maintenance of networked software programs.
Principles, practices and procedures followed in a college computer laboratory.
Policies and programs of the college.
Basic principles and methods of instruction.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.
Modern office practices, procedures and equipment.
Basic record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Basic math.
Operation of standard office equipment.

ABILITY TO:
Instruct and provide assistance to individual and small groups of students.
Install and maintain a variety of networked software and programs.
Assist instruction staff with a variety of programs.
Maintain routine records.
Monitor the activities of the computer room.
Prioritize and schedule work.
Work independently with little direction.
Operate a variety of standard office equipment.
Communicate effectively both orally and in writing.
Understand and follow oral and written instructions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work in education or a related field and training in software installation and network maintenance and one year of related experience.

WORKING CONDITIONS:

ENVIRONMENT:
Computer laboratory environment.

PHYSICAL DEMANDS:
Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

1. Seldom = Less than 25 percent
2. Occasional = 25-50 percent
3. Often = 51-75 percent
4. Very Frequent = 76 percent and above

_4_	a.	Ability to work at a desk, conference table or in meetings of various configurations.
_2_	b.	Ability to stand for extended periods of time.
_4_	c.	Ability to sit for extended periods of time.
_4_	d.	Ability to see for purposes of reading printed matter.
_3_	e.	Ability to hear and understand speech at normal levels.
_4_	f.	Ability to communicate so others will be able to clearly understand a normal conversation.
_1_	g.	Ability to bend and twist.
_2_	h.	Ability to lift _50_ lbs.
_2_	i.	Ability to carry _50_ lbs.
_4_	j.	Ability to operate office equipment.
_1_	k.	Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.