



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
MICROCOMPUTER LAB SPECIALIST II	CLASSIFIED	GRADE: M MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, coordinate activities within microcomputer laboratory; maintain computer network; maintain standards for lab use; serve as a liaison between faculty and students; assist students with assignments; may supervise the work of student assistants; and perform related work as required.

SCOPE:

The Micro Computer Lab Specialist II maintains and repairs computer hardware and peripheral equipment; installs and upgrades computer software; and provides technical support to students completing computer laboratory assignments.

DISTINGUISHING CHARACTERISTICS:

The Microcomputer Lab Specialist II is distinguished from the Microcomputer Lab Specialist I by the network sever maintenance and administration duties performed. This classification also performs data recovery and backup duties.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Troubleshoots, upgrades and maintains network server; performs data recovery and backup duties.
2. Installs, configures and upgrades software and operating systems; maintains and repairs hardware and peripheral equipment in laboratory and classrooms.
3. Sets up laboratory for teaching demonstrations and classroom exercises; ensures necessary hardware, software, and audio/video equipment is available.
4. Provides technical support to faculty and students; explains laboratory assignments and the use of computer hardware and software.
5. Instructs faculty, students and staff on laboratory policies and procedures.
6. Maintains laboratory usage and student attendance records.
7. Writes documentation and prepares flow charts.
8. Maintains current knowledge of emerging information technology trends and developments.
9. Attends departmental and administrative meetings to coordinate laboratory services.
10. Orders and maintains supply inventory.
11. Ensures security of laboratory and equipment.
12. Trains and directs the work of student assistants.
13. Serves as a lead worker.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform skilled work in the installation, maintenance, support, and repair of microcomputer equipment; and network server operating systems; present classroom materials; instruct others and perform demonstrations in the area assigned; ability to speak and write effectively in individual and group settings including training sessions; perform clerical and administrative work with accuracy and speed; maintain records; give and follow oral and written communications; train and direct the work of student assistants; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Microcomputer application software and Macintosh and IBM-compatible microcomputers and their operation; various operating systems such as Windows and Macintosh; network and server operating systems, fundamentals, terminology, techniques, equipment and materials in area assigned.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Related college coursework.

Experience:

Two years experience with microcomputers, operating systems, network and software applications. One year experience in tutoring or other work in a related educational setting preferred.