



TITLE	CLASSIFICATION	SALARY GRADE
MICROCOMPUTER LAB SPECIALIST II	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE: 2012-13 CLASSIFICATION STUDY		Board Approved:

JOB DESCRIPTION:

Under general supervision, coordinates activities within the microcomputer laboratory; maintains computer network; maintains standards for lab use; serves as a liaison between faculty and students; assists students with assignments; may supervise the work of short-term, non-continuing and student employees; and performs related work as required.

SCOPE:

The Microcomputer 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 performing network server maintenance and administrative duties in multiple instructional computer labs. 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. Incumbents routinely perform approximately 80% of the duties below.

1. Researches, implements, maintains and troubleshoots computer workstations and network servers; performs data recovery and backup duties.
2. Installs, configures and upgrades computer workstation and network server software and operating systems. Physically set up, maintain and repair computers and peripherals in labs and classrooms.
3. Sets up laboratory for teaching demonstrations and classroom exercises; ensures necessary hardware, software, and media 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 timekeeping computers for 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 short-term, non-continuing and student employees.
13. Serves as a lead worker.
14. Assists in the implementation of computer related curriculum for assigned instructional departments.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform skilled work in the installation, maintenance, support, and repair of microcomputer equipment; maintain current knowledge of emerging information technology trends and developments; 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 employees; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Microcomputer application software, microcomputers and their operation; various operating systems; 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:

Graduation from high school and some related college coursework. Related certification such as A+, Network+, Linux+, MCTS preferred.

Experience:

Increasingly responsible experience with microcomputers, operating systems, network and software applications. Some experience in tutoring or other work in a related educational setting preferred.

SPECIAL REQUIREMENTS:

Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.