

TITLE: Computer Lab Specialist II

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general direction, oversees the daily activities of computer laboratories, classrooms, and related instructional areas. Performs on-site technical functions, including software and hardware installations, and administrative functions. Serves as primary point of contact for technical issues with lab and classroom computers.

DISTINGUISHING CHARACTERISTICS:

The Computer Lab Specialist II is distinguished from the Computer Lab Specialist I by performing network server maintenance and administrative duties in multiple instructional computer labs.

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. Serves as primary point of contact for technical support for faculty, staff, and students using instructional equipment in classrooms, labs, and other instructional areas. Responds to Help Desk requests for assistance with classroom instructional technology.
2. Meets with faculty for instructional orientation of media systems and equipment in classrooms. Sets up laboratory for teaching demonstrations and classroom exercises; ensures necessary hardware, software, and media equipment is available.
3. Installs and configures server operating systems, local area network settings, and firewalls.
4. Monitors systems for uptime, licensing, and settings compliance.
5. Develops curriculum-specific software images for deployment to instructional areas. Updates and configures computer hardware driver programs. Oversees software revisions and updates.
6. Captures disk images following installations, configurations, and updates. Runs tasks and scripts to remotely deploy software images, additional applications, and updates to lab and classroom computers.
7. Assists in planning, scheduling, implementing, and directing the replacement of computers in computer labs and classrooms. Schedules warranty computer hardware repairs with vendors.
8. Researches and develops deployment servers and determines appropriate hardware required.
9. Provides technical documentation for site transparency and records inventory information such as property tags, serial numbers, locations, and quantities of equipment.
10. Submits requests to Facilities for building maintenance requests related to computer laboratories. Ensures security of laboratory and equipment.
11. May support the Student Help Desk.
12. May serve as a lead worker to other classified staff in the area.
13. May train and direct the work of student and short-term, non-continuing (STNC) employees.

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KNOWLEDGE OF:

1. Current and emerging industry trends and developments, including computer software and hardware, networks and servers, and related technology.
2. Basic web accessibility tools and document remediation.
3. Relevant local, state, and federal rules and regulations.
4. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Present instructional materials.
2. Perform skilled manual and technical work.
3. Train others and perform demonstrations.
4. Research and apply new knowledge to resolve issues in varied situations.
5. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
6. Communicate effectively, both orally and in writing.
7. Exercise appropriate judgement in interactions with others and with work processes.
8. Interact with the public in a helpful, courteous and professional manner.
9. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate degree in computer science or a closely related field of study required.

EXPERIENCE:

2+ years of related experience with computer systems and software.

OTHER REQUIREMENTS:

Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).