Barstow Community College

Position: Instructional Lab Assistant II - Computer	Salary Grade: 15
Department: IT	FLSA: Non-exempt

Summary

Assists and instructs staff and students in the use of a variety of personal computer software. Installs new software.   Maintains and troubleshoots existing computer software and input/output, hardware and network server problems at an instructional lab.

Essential Duties and Responsibilities

- Troubleshoots software problems as related to lab and classroom stations.

- Installs, tunes and updates program software. Transfers files from server to individual computers.

- Confers with administrators and faculty on software and hardware purchases. Evaluates software applications and provides support to users and instructors.

- Consults with faculty and assists in preparation of learning plans that enhance computer skills of students. Works with faculty and students, assisting with lab work to improve students' computer skills.

- Schedules, organizes, and staffs the computer labs. Creates master schedule, plans level access and meets with faculty for individual student access. Sets up lab or classroom.

- Assists individual or small groups of students in the use of computer software applications. Instructs students in the use of computers and presents overview of computer hardware.

- Monitors equipment and software for the assigned lab(s). Inventories a variety of hardware and software applications.

- Proctors class exams and assessment testing, including those for on-line and distance learning.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

  Requires technical knowledge of the principles and procedures of personal computer systems and programs.   Must be thoroughly conversant with microcomputers and common application software such as Windows and Office. Requires communication skills to convey technical concepts to computer users with limited subject understanding and to facilitate small group learning.   Requires sufficient writing skill to develop instructions, interpretations, and learning aids.

- **Abilities**

  Must be able to perform technical duties in the performance of the job. Must be able to analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs. Must know how to install, maintain and troubleshoot equipment and software applications used by the College. Must be able to assess students' level of computer skills and assist them in obtaining required software skills. Requires the ability to interact with faculty and students in order to carry out assigned duties. Must be able to read, interpret and apply technical information. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

  Position involves light to medium walking, standing, stooping, carrying and lifting of light weight materials (under 50 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone, carry on routine conversations, and project voice to a small group.

- **Education and Experience**

  The position requires an Associate's Degree in computer sciences, information services, or a related field. Requires specialized training or experience in a learning oriented computer lab or personal computer customer service function concurrent with or in addition to higher education.

- **Licenses and Certificates**

  May require a valid driver's license.

- **Working Conditions**

  Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003