



Position Title: Part-Time Lab Technician II, CTD
Reports To: Technology Trainer, Director
Department: College Training & Development (CTD)
Prepared By/Date: Donna French/11-30-2011
Approved By/Date: Patrick Nellis/11-30-2011
Revised:

Job Code: 8148
Job Group: H1-HIE
Salary Grade: H1
FLSA Status: Non-Exempt

Summary:

This position conducts open lab hours to assist faculty and staff with software applications, Web-course development and course management, on-line learning, scanning and other technologies supported by the College. Maintains and troubleshoots hardware, software and network issues in the CTD lab.

Essential Duties and Responsibilities:

- Maintains CTD lab and open Lab Hours
- Installs and maintains computers, printers, application software, and other peripheral equipment in the lab
- Performs preventive network hardware and software maintenance
- Troubleshoots hardware, software and network issues
- Assists faculty, staff and administrators with software applications
- Assists faculty with instructional technology and online course management
- Keeps lab in clean, neat and presentable order
- Maintains the Lab computers with up-to-date software as needs arise
- Prepares a monthly Lab usage report
- Assists faculty, staff and administrators in creating online surveys
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Ability to follow college policies and procedures and comply with computer safety and security issues, as well as copyright concerns are inherent to this role
- Practical knowledge of computer networks and operating systems
- Working knowledge of software applications such as MS Word, Excel, PowerPoint, Access, etc.
- Ability to help faculty and staff use the Web, online databases, and online survey tools
- Ability to help faculty in Web-course development and course management
- Possess strong organizational and time management skills
- Possess excellent interpersonal communication and decision-making skills to provide creative problem solving solutions
- Sets up for specialized trainings on various campuses, such as the Spring Break Seminar for faculty
- Ability to work a flexible schedule to include evening and/or weekend hours depending on class schedule
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit. May be required to work beneath computer workstations to arrange network connections, wiring, etc., for limited periods.

The employee must occasionally lift and/or move up to (25 pounds)

Specific vision abilities required by this job include close vision to be able to read computer screens, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. May require working beneath computer workstation to arrange network connections, wiring, etc., for limited periods.

Essential Personnel:

Non-Essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associate's degree in related field; or two (2) years of College and one (1) year of directly related experience in networks, operating systems and productivity applications such as Microsoft Office

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name