

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: MICROCOMPUTER LABORATORY TECHNICIAN

BASIC FUNCTION:

Under direction of an assigned supervisor, independently install, maintain and adjust equipment in microcomputer laboratories and computer classrooms for instructional use; assist faculty, students and staff with equipment operation and applications software.

REPRESENTATIVE DUTIES:

Maintain assigned microcomputer laboratories and computer classrooms in support of instructional programs; install and relocate equipment and provide connectivity to existing networks as appropriate.

Assist students in the operation of microcomputers and peripheral equipment; demonstrate the use of equipment and explain operational techniques.

Install new and upgraded software applications and assist users with them.

Troubleshoot, adjust and repair malfunctioning computers and related equipment to the component level; remove and replace components such as memory chips and drives; report major repair needs to vendors or other personnel according to established policies and service agreements.

Conduct diagnostic and performance tests to ensure the correct operation of microcomputer hardware, peripheral equipment and applications software programs; test the operation of incoming microcomputers and peripheral equipment.

Serve as a resource to faculty and students regarding technological advancements in computer hardware and software.

Maintain inventory of parts, equipment, and supplies.

Monitor laboratory usage and record information on appropriate laboratory usage reports.

Train and provide work direction to student workers as assigned.

Maintain a clean, orderly laboratory environment; provide lab security.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Microcomputer operations and related information processing.

Installation, operation, maintenance, testing and repair of microcomputer hardware and peripheral equipment.

Use of word processing, spreadsheet, and data base business applications.

Operating procedures and practices appropriate to an instructional computer laboratory.

Installation, operation and testing of microcomputers and software applications.

Oral communication skills.

Microcomputer operating systems.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Provide technical assistance to faculty and students in microcomputer labs and classrooms.

Use good judgment in supervising the operation and use of assigned labs, equipment and software.

Demonstrate and explain the use of computer hardware and software to others.

Install, maintain and operate computers and computer peripheral equipment.

Troubleshoot malfunctioning equipment and perform repairs to the component level.

Organize and oversee computer laboratory operations to promote an effective learning environment.

Operate and test microcomputer hardware, peripheral equipment and software programs.

Maintain current knowledge of software developments and technological advancements in the microcomputer field.

Maintain routine records related to laboratory usage and parts inventories.

Ensure lab security.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school including or supplemented by training in computer science, information systems or related field and two years of experience operating and maintaining microcomputers, peripheral equipment, and software applications.

WORKING CONDITIONS: Duties are primarily performed in an instructional laboratory environment. Incumbents are subject to noise from equipment operation.

PHYSICAL DEMANDS: Duties require the physical ability to see clearly to operate or transport equipment and assist students, identify and distinguish colors, speak clearly and distinctly to provide information to students and staff, hear and understand voices over telephone and in person, stand for long periods of time, use hands and fingers to manipulate assigned equipment, reach with hands and arms, move among students in the laboratory, move and transport instructional materials and equipment weighing up to 35 pounds.