SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LEAD INSTRUCTIONAL LAB TECHNICIAN

SUMMARY DESCRIPTION

Under the direction of an Institutional Technology Director or Designee, provide Instructional Lab Technician support for the operations of assigned computer labs/classrooms/resources and provide lead duties for the various functions of academic computing. Lead duties include coordination of work requests, service requests, hardware/software maintenance, inventory control, smart classroom coverage, facilitating meetings, department representation, and related assignments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1.   Coordinate and assign work requests to staff in the department. Prioritize assigned work and oversee academic computing projects to ensure satisfactory and timely completion. Work effectively with others inside and outside the department to accomplish all required instructional computing assignments. E

2.   Collaboratively develop and document improved processes for academic computing and support. E

3.   Assist with related technology purchases, hardware/software inventory and ensuring that technology configurations and work areas meet uniform standards. E

4.   Facilitate department meetings. E

5.   Meet with faculty and staff to ensure we are meeting their needs for academic computing; Make presentations and facilitate related training and support. E

6.   Oversee the daily operation of assigned laboratories and related areas; coordinate with faculty and staff to prepare assigned labs for the semester; plan, organize, schedule and direct the activities of multiple information systems projects and tasks assigned; prioritize and schedule work; monitor progress of projects; participate in establishing, implementing, and enforcing lab policies and procedures. E

7.   Perform all technical responsibilities relating to support of computers, cabled and wireless networks, instructional technology, adaptive technology and multimedia software and hardware including installations, minor maintenance, repair, upgrades, system setup, hard drive imaging, troubleshooting, and functionality training for clients; order, set up, configure, and maintain specialized equipment and software for resident Career technical programs, e.g., Automotive, Architecture, CISCO, Programming. E

8.   Maintain and verify proper and ongoing operation of assigned cabled and wireless network system; serve as technical contact for assigned campus departments; install and maintain client versions of assigned network system. E

9.   Install, administer, set up, configure, secure, update, back up, troubleshoot and maintain a variety of networked servers and personal computers including those for applications, database, imaging, licensing, file sharing, print management, and time-keeper applications; set up, maintain, and adjust security permissions; install windows updates, operating systems and application updates. E

10.   Create and maintain student accounts on the student domain; add and remove computers to the student domain. E

11.   Administer servers and troubleshoot errors including network connectivity problems; work with network personnel to ensure proper adjustments in the network equipment are made to support various connection needs such as remote access and FTP access; troubleshoot network cabling to the data drop and make Cat-5 patch cables as needed. E

12. Evaluate and recommend purchases for technology equipment; submit requisitions for equipment and software; maintain current information on prices and packages; conduct research on pricing, compatibility, and availability. E

13. Install, operate, and maintain a variety of hardware and software including but not limited to Windows and Macintosh computers, specialized software, hard disks, modems, printers, wireless presentation headsets and speakers, remote instructional presentation pointers, camcorders, card readers, scanners, tracking systems, cabled and wireless network systems and servers, and related equipment. E

14. Work with various operating systems as assigned to create automated processing files for hard drive imaging. E

15. Install, operate, troubleshoot and perform minor repairs to a variety of instructional technology and multimedia equipment including but not limited to video conferencing systems, VCRs, DVDs, room control systems, document cameras, digital projectors, and other smart classroom hardware and software. E

16. Train students and staff to provide technical and instructional support for utilization of adaptive technology resources; assist users as needed. E

17. Identify, define, and accurately document all detected/reported problems, bugs, and discrepancies. E

18. Provide resolution of desktop applications including Operating Systems for server, Windows and Macintosh environments; use industry practices and techniques to achieve resolution of problems encountered; utilize diagnostic and analytical skills to evaluate, resolve, and reconfigure hardware and software. E

19. Coordinate group or individual training and support for staff, faculty and administrators on software, hardware, and network needs and issues; provide technical assistance to students, faculty, and staff in the operation of microcomputers, peripherals, software and smart classroom technology; provide technical guidance to faculty and staff within assigned area in the selection of software and hardware. E

20. Maintain up-to-date, complete, and reliable documentation including written documentation on job procedures and practices and the establishment, development, and revision of safety procedures; maintain records and inventory of hardware and software in assigned areas. E

21. Consistently ensure the working quality of all computers and media hardware and software; coordinate with and act as liaison with vendor's information technology support personnel. E

22. Identify methods of improving customer service; advise peers and supervisor of any recommended improvements. E

23. Provide assistance and back up support to other IT Support Technicians as needed; assist IT personnel with coaching, training, and self-improvement by sharing knowledge and communicating best practices. E

24. Provide work direction, supervision, hiring, evaluation, training, scheduling, and technical guidance to Information Technology temporary and student assistants; review work for accuracy and timely completion of assigned duties. E

25. Maintain current knowledge of changing technologies, hardware and software, operating systems, network, instructional technology, multimedia technology and industry practices; attend seminars, trade shows, vendor demonstrations and product training sessions. E

26. Provide technical guidance to campus instructional and technology committees. E

27. Plan coordinate and work with the facilities department as needed with designing, planning, refurbishing, and remodeling for the campus wide Information Technology needs. E

28. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Principles and practices of computer science, cabled and wireless networking, and information technology.
Principles and practices used in the programming and installation of computers, cabled and wireless networks, instructional technology, adaptive technology and multimedia.
Operational characteristics of Windows and Macintosh computers, peripherals, and components.
Operational characteristics of various operating systems.
Instructional technology and multimedia systems including hardware, software, and peripherals.
Network systems including TCP/IP, wireless networks, network cabling, hardware, software, and peripherals.
Telephone, video conferencing, audio, video, and multimedia systems including hardware, software, and peripherals.
Principles and practices of administration, supervision and training.
District organization, operations, policies and objectives.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
Principles and practices of record keeping.
Oral and written communications skills.
Methods and techniques of proper phone etiquette.
Interpersonal skills using tact, patience and courtesy.
English usage, grammar, spelling, punctuation, and vocabulary.
Health and safety regulations.

Ability to:
Plan, organize and oversee computer operations in assigned area.
Install, operate, and maintain computers, cabled and wireless networks, instructional technology, and multimedia technology including but not limited to Windows and Macintosh computers, video conferencing systems, smart classroom systems, and peripheral equipment.
Provide adaptive technology assistance to students and staff.
Perform minor maintenance, repair, and upgrades as needed.
Critique and recommend computer, network, instructional technology, and multimedia hardware and software.
Adapt to changing technologies and learn functionalities of new equipment and operating systems.
Analyze situations accurately and adopt an effective course of action.
Compile and maintain accurate and complete records and files and prepare reports.
Operate and use modern office equipment.
Work independently with little or no supervision.
Plan, organize and coordinate work to meet schedules and deadlines.
Train, supervise and provide direction to Information Technology temporary and student assistants.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Effectively handle sensitive situations involving dissatisfied individuals.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work

EDUCATION AND EXPERIENCE

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field and two years in a lead or supervisory capacity; OR at least two years of college level course work in computer science, information technology or related field and two years of increasingly responsible work experience as a computer, network or information technology support technician.

LICENSE OR CERTIFICATE

Industry certifications in A+, Network+, and MCSE are desirable.

Valid California driver's license and a safe driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed in either a computer lab, learning resource center, library, smart classroom or office setting with frequent contact with students and staff; may include lab settings with possible exposure to radiation, biohazards and hazardous materials; possible exposure to dissatisfied individuals and electromagnetic fields generated by computer equipment; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to stand or sit for prolonged periods of time; to occasionally bend, kneel, crouch; to reach overhead, above shoulders and horizontally; to lift, carry, push, and/or pull moderately heavy computers and related equipment; dexterity of hands and fingers to operate computer keyboards, multimedia and peripheral equipment for extended periods of time; possible exposure to tendonitis and carpal tunnel syndrome from repetitive use of computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction to observe computer monitors and read reports; possible exposure to Computer Vision Syndrome from extended viewing of computer monitors.

Hearing: Hear in the normal audio range with or without correction.

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Human Resources