NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Computer Lab Specialist (Level II)

Department: Computer and Technical Services  Job Status: Full Time
FLSA Status: Exempt  Reports To: Director of Computer and Tech. Services
Grade/Level: Admin/Prof I  Amount of Travel Required: Some travel required

Work Schedule:
Monday - Thursday 8AM - 6PM
Friday 8AM - 12PM
Or as assigned by the supervisor

Positions Supervised: Student workers

PURPOSE: The Computer Lab Specialist works closely with faculty and students to assure that computer labs provide an excellent instructional environment for students. Works to support the software and hardware needs in the lab and classroom settings across the college campus.

MAJOR RESPONSIBILITIES:
- Assist faculty in providing extra attention to special populations students.
- Ensures equipment in computer labs and classrooms are in appropriate working order.
- Perform maintenance, upgrades and repairs on computer hardware, software, and peripherals in the computer labs.
- Supervising and providing technical assistance to students using computers in MS-103
- Recruit, train, and supervise student lab assistants
- Provide technical support and assistance to faculty with regards to software applications in campus computer labs to include:
  - Installation and configuration of department specific software
  - Diagnosis and resolution of issues related to department specific software.
- Provide technical support and assistance to any college employee or student
- Assist Computer and Technical Services Department in support of mission.
- Performs other related duties as assigned.

Competency Statement(s)
- Achievement of Strategic Initiatives – Ability to link departmental work with the achievement of NTCC’s strategic initiatives
- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Service - Ability to take care of the customers’ needs while following company procedures.
- Ethics – Ability to be guided by NTCC’s accepted principles of ethical conduct.
- Initiative and Resourcefulness – Ability to act and takes steps to solve or settle an issue.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Judgment and Decision Making Ability – Ability to form sound opinions or make decisions by evaluating available information.
- Leadership – Ability to motivate and guide others to perform in accordance with clear expectations and goals.
- Planning and Organization of Work – Ability to plan, organize staff, direct and control work tasks to meet a specific goal.
- Reliability and Responsibility – Ability to be dependable and trustworthy.
- Skills and Technical Competence – Ability to relate to topics that require an understanding or specialized knowledge pertinent to job needs.
• Team Building – Ability to ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal.
• Work Under Pressure – Ability to maintain composure when exposed to stress in the workplace

QUALIFICATIONS:
Education/Experience: A combination of education/training and/or experience equaling three (3) years.

Skills and Abilities:
• Thorough knowledge of PC hardware and peripherals required, A+ Certification and knowledge of Apple Macintosh hardware and peripherals preferred.
• Thorough knowledge of PC operating systems, e.g., Microsoft Windows XP/Vista/7 required. Knowledge of Mac OS X and Linux preferred.
• Knowledge of server operating systems, e.g., Microsoft Windows Server 2003/2008 preferred.
• Basic networking skills.
• Knowledge of videoconferencing equipment, software and techniques preferred.
• Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of external professionals and in-house staff from diverse socio-economic backgrounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Physical and Mental Requirements
Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Ability to lift, carry, or move 20 pounds. Walking; good listening skills; frequent stressful conditions; standing; sitting for long periods of time; lack of mental impairment; frequent decision making ability. This is an inside office position with minimal safety/health hazard potential.

SIGNATURES:

______________________________________ Date
Computer Lab Specialist

______________________________________ Date
Director of Computer and Technical Services

______________________________________ Date
Vice President for Administrative Services

______________________________________ Date
President

Job description developed: 1995