



Classification Title: Instructional Computer Lab/Help Desk Specialist

Department:	Multiple	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	28
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	4/2024

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Oversees operations of assigned computer labs, mobile wireless lab and faculty technology center; oversees operations of assigned help desk for online class management and other academic technology systems; oversees, trains and coordinates the work of assigned student employees; and provides technical assistance and support to faculty, students and others in the use of applications software, programs and tutorials.

DISTINGUISHING CHARACTERISTICS.

The Instructional Computer Lab/Help Desk Specialist is distinguished from IT Technical Support Specialist by its responsibility for providing technical support for users of the District's online class management and other academic technology systems, while the latter class provides tier 2 technical assistance involving computer hardware/software, network, telephone and audio/visual-related problems throughout all District sites.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Oversees daily operations of assigned computer lab classrooms, mobile wireless lab and faculty technology center; monitors and maintains scheduling of lab classrooms and the mobile wireless lab and coordinates changes and adjustments as required; inspects and monitors lab environments, troubleshoots and resolves minor hardware and software problems and arranges for maintenance, cleaning and repair of facilities, computer equipment and peripherals to ensure a safe, orderly and clean environment.
2. Maintains the scheduling of the lab's classrooms with faculty and campus events; manages daily updates and changes to classroom calendars.
3. Oversees, trains and schedules the work of student employees; monitors performance and work quality.
4. Monitors computer lab operations and user behaviors to ensure conformance with District policies and procedures; provides one-on-one assistance regarding computer operation software and tutorials.
5. Oversees operations of the assigned help desk providing tier 1 support for the online class management system; answers routine queries from students and employees; assists users on routine problems involving the use and functionalities of the system; refers more complex questions and problems to senior staff or Information Services; refers network connectivity issues to Information Services.

6. Provides support to students in setting up email accounts, accessing academic tutorials, conducting Internet research and use and operations of hardware and software.
7. Conducts orientation sessions for online classes as required; assists faculty in conducting computer educational workshops.
8. Prepares, updates and maintains a variety of administrative and budget records and files; orders and maintains an inventory of supplies.

When assigned to the Disability Resource Center Department:

9. Converts instructional materials into alternative formats accessible to students with disabilities.
10. Assists in the development and implementation of accessible instructional materials, including multimedia presentations, online resources, and interactive learning tools.

Marginal Functions:

1. Attends and participates in various staff and committee meetings.
2. Checks out mobile equipment to students and employees.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of computer hardware or software support experience including one year working with students in a computer lab environment.

Education/Training: Equivalent to an associate's degree in computer science, information systems or a related field from an accredited college or university.

Licenses/Certificates:

Possession of a valid California driver's license by time of appointment.

Knowledge of:

1. Operations and services of an instructional computer laboratory.
2. Operations and functions of a help desk, including help desk software uses and functionalities.
3. Practices and procedures of library organization and cataloging of materials.
4. Operational characteristics, capabilities, constraints and commands of personal computers (PCs) and peripheral devices such as printers and scanners in a network environment.
5. Uses and operations of standard business and graphics software.
6. Basic computer troubleshooting methods and techniques.
7. Instructional concepts and techniques as they apply to areas of responsibility.
8. Local, state, and federal laws, codes and regulations, including terminology and processes applicable to areas of assigned responsibility.
9. Customer service methods, techniques and etiquette.

10. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
11. The roles and functions of various departments and programs within an organization as applied to areas of assigned responsibility.

When assigned to the Disability Resource Center Department:

12. Foundational principles and techniques for creating accessible digital content, including text alternatives, keyboard accessibility, and screen reader compatibility.
13. Legal requirements and compliance standards related to accessibility in education, such as the Americans with Disabilities Act (ADA) and Section 504.

Skill in:

1. Overseeing, observing, monitoring and ensuring smooth operations of lab classrooms, mobile computer labs and technology centers.
2. Overseeing, training and coordinating the work of lower-level employees.
3. Coordinating the scheduling of labs and making schedule adjustments with limited notice in a calm and effective manner.
4. Overseeing the operations of a help desk, ensuring that tier 1 problems and questions are resolved quickly and accurately.
5. Working effectively and assisting students with a wide range of background and experience in the uses of technology.
6. Communicating effectively, orally and in writing.
7. Preparing clear, concise and accurate documentation, reports of work performed and other written materials.
8. Keeping technical skills current to meet continuing technology assignments.
9. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical or mental disability, gender, gender expression, gender identity, medical condition, nationality, race, sex, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
10. Establishing and maintaining cooperative working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: Computer laboratory; exposure to computer screens; extensive contact with students and faculty.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk, stand or sit for prolonged periods of time; moderate or light lifting; using hands repetitively to operate computer equipment; stooping, kneeling, bending and crouching; near visual acuity for reading computer screens; and distance and peripheral vision to monitor and observe computer lab conditions and lab user behaviors. Requires occasional travel to District education centers.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.