INSTRUCTIONAL COMPUTER LAB LEAD

Reports to:	Manager, Technical Support Services		
Dept:	Academic Information Services	**Range:**	22
FLSA:	Nonexempt/Extended Day	**EEO:**	Technical & Paraprofessional

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.

BASIC FUNCTION:

Under general supervision, plan, supervise and review the work of assigned classified staff and student workers in an assigned instructional computer lab setting; oversee and participate in providing technical computer hardware and software support to students, faculty, patrons and community members; assist students, patrons and others in setting up print accounts and using printing services; and maintain records and prepare reports on lab usage and activities.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Interview and participate in selecting new student workers; establish performance requirements; regularly monitor performance and provide training, coaching and mentoring for performance improvement;
3. Assist staff and student workers in providing more complex technical support in response to questions and help requests from students, patrons, community members and others; provide assistance in-person, virtually, or by telephone on the uses and operations of computer operating systems and application software including Microsoft Office Suite, graphics packages, web services and website design.
4. Assist students in understanding course assignments and making use of lab resources in completing assignments effectively; assist students and faculty in navigating educational technology applications including Canvas and SURF and desktop accounts; provide assistance in resetting passwords when users are locked out of their accounts.

5. Assist students, patrons and others in setting up print accounts; troubleshoot and resolve problems with print account problems; check accounts for errors and issue refunds when warranted; troubleshoot and resolve printer, scanner and copier hardware and software problems.
6. Monitor and observe activity in the lab to ensure compliance with lab policies and procedures; intervene to resolve conflicts and behavior issues of students and other lab users; call Campus Police in the event of serious problems or emergencies; take and respond to complaints from lab users.
7. Troubleshoot and resolve, if possible, standard hardware and software problems; refer more difficult issues and problems to Information Technology staff for resolution.
8. Oversee and participate in maintaining the lab and its furnishings and hardware in a clean and sanitary condition; send requests for repairs and maintenance to Facilities.
9. Maintain records of computer usage in the lab and prepare reports at the end of semesters and summer session; track use of the pay-for-print system by students and student clubs and prepare summary reports.
10. Responsible for timekeeping information with maintaining records by collecting, entering and updating records for each student worker. Prepares monthly timekeeping information for all student workers.
11. Frequently proctors certification exams for public patrons and students. Assists in purchasing certification exams, help with registration, schedule appointments, verify identity, and print out exam results; must navigate performance-based exams, practice test solutions for academic institutions, workforce and technology markets.
12. Collaborate in the development, planning, and implementation of professional development and technical training goals, objectives, and activities for faculty, staff, and students.
13. Lead and deliver training workshops and presentations both in-person and virtually. Learn and operate new and existing software at a level necessary to explain it to non-technical users. Provide end users with ongoing support.
14. Create, revise, and maintain training materials. Develop step-by-step training videos and step-by-step training job aids for new and existing software programs and technical processes. Maintain and add to training support library of videos and guides.

OTHER DUTIES:

1. Work with Information Technology staff to install computer hardware and software between semesters; install and update software.
2. Open locked rooms for scheduled groups and presenters.

3. On an as-needed basis, act for student and employee helpdesk staff in IT; troubleshoot problems and provide advice on appropriate action or create and submit helpdesk tickets.
4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Methods and procedures in the uses and functionalities of computer hardware and software, including Microsoft Office Suite, Adobe Creative Suite, web services and other applications in common use.
2. Methods used in the installation and configuration of computer hardware and peripherals such as scanners, printers and copiers.
3. Methods and procedures for basic diagnosing, troubleshooting and resolving standard computer hardware and software problems in a computer laboratory environment.
4. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs, and college educational software such as.
5. Instructional and tutorial techniques applicable to the work.
6. Recordkeeping methods and techniques.
7. Applicable federal, state and local laws, rules and.
8. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
9. District practices and procedures for budgeting, purchasing and maintaining public records.
10. District human resources policies and classified working conditions manual provisions.

ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of staff engaged in providing technical hardware and software support to students, patrons, community members and others in an instructional computer lab/library setting.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
4. Monitor and observe activities in an instructional computer lab in order to maintain a positive learning environment for a diverse population of students and other users.

5. Provide guidance in the uses of software to complete assignments, navigate the internet and utilize college educational technologies; participate in troubleshooting and resolving computer hardware and software, internet and printing issues.
6. Communicate effectively, both orally and in writing.
7. Understand, interpret, explain and apply applicable laws, codes and regulations.
8. Operate a computer and standard business software.
9. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people; diffuse disruptive situations with disruptive students and patrons.
10. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic, gender, sexuality and disability issues.
11. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited college or university with an Associate of Arts degree in information systems, computer science or a related field, and at least two years of progressively responsible experience in providing technical support for computer hardware and software, preferably in an instructional lab or library environment; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Work direction to Instructional Computer Lab Assistants and student workers.

CONTACTS:

Students, patrons and community members using the instructional computer lab/library.

PHYSICAL EFFORT:

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

Moderate physical effort with frequent to constant standing and walking for extended periods; frequent bending, kneeling and stooping; ability to work at computer for extended periods, including repetitive use of a computer keyboard, mouse or other control devices; ability to view

small-font words/symbols on a computer monitor for extended periods; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel and/or drive to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily an instructional computer lab/library environment; subject to regular public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.