



POSITION DESCRIPTION

TITLE: Academic Computer Services (ACS) Lab Assistant **CATEGORY:** Classified
FLSA STATUS: Non-Exempt **GRADE:** C (Technology Support)

JOB SUMMARY: Position is responsible for providing guidance and technical support for computer-assisted learning programs at the Academic Computing Services Labs. Orients, guides, and tutor students in the use of equipment and programs.

In-person work on campus is an essential function of this position.

ESSENTIAL FUNCTIONS:	YEARLY PERCENT OF TIME
1. Assist students with course assignments, monitor labs, and orient students to equipment and software; provide coaching, tutoring, training, and feedback as needed.	40%
2. Replenish supplies to include paper and toner; oversee that all other lab equipment is working properly and that lab areas are clean; exercise proper lab procedures; provide courteous and professional user support in answering questions, document and attempt to resolve repetitive problems.	25%
3. Maintain and ensure equipment such as printers, monitors, hardware and keyboards are in good working condition.	20%
4. Maintain and install software and hardware and troubleshoot any problems; may assist in classroom computer malfunctions; may need to make minor repairs and/or prepare work orders as necessary for more complex problems.	10%
5. Perform other duties as assigned.	5%

REPORTING RELATIONSHIP: Manager, Instructional Technology & Web Services

ESSENTIAL QUALIFICATIONS:

EDUCATION: Associate's Degree.

EXPERIENCE: Two (2) years of related experience.

SPECIAL CONDITIONS:

This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.

SPECIAL SKILLS AND ABILITIES:

1. Skills/Abilities:

- Strong interpersonal skills and the ability to effectively communicate, both oral and written.
- Familiarity with computer hardware and software in order to effectively diagnose software or hardware problems.
- Principles of computer maintenance and preventative maintenance.
- Proficient computer/keyboarding skills and be attentive to detail.
- Ability to plan, multi-task, organize, and prioritize work based on student demand, in order to accomplish quality work in an effective and efficient manner.
- Follows policies and procedures, supports organization's goals and values.
- Knowledge of good customer service practices and the ability to develop and maintain effective working relationships with staff and students.

2. Equipment Used: Personal computers and related equipment found in a computer laboratory. Knowledge and skill in technology computer use and internet. Computer and peripheral operations.

3. Software Used: A variety of word processing, spreadsheet, and database software. Windows operating systems, Microsoft software, desktop publishing applications software and Internet.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk and talk or hear. The employee is frequently required to stand; sit; use hands to handle or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift or move up to 10 pounds and occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

INTERPERSONAL SKILLS:

Skills of persuasiveness or assertiveness, as well as, sensitivity to the other person's point of view are often required to influence behavior, change an opinion, and turn a situation around, case action, or understanding in others. This level of interpersonal skills is required in positions, which regularly interact with others, through personal contact or presentations, within the organization or members in the community.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is frequently exposed to risk of electrical shock. The noise level in the work environment is usually loud.

POSITION TITLE:	Academic Computer Services (ACS) Lab Assistant
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PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk				X
Sit			X	
Use hands to finger, handle or feel			X	
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions(non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold(non-weather)	X			
Extreme hot (non-weather)	X			
Risk of electrical shock			X	
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements	
Close vision (clear vision at 20 inches or less)	X
Distance vision (Clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.

X _____
Employee Signature *Date*