

Computer Lab Consultant I

Job Duties:

Under the direction of Student and Full-Time Supervisors attends weekly training sessions while gaining experience working in computer labs. Training sessions include instruction in lab policies, procedures, and operation of hardware and software, as well as assignments and periodic tests. During computer lab shifts, learns to provide customer service (assists students with basic operations of hardware and software, learns to provide consulting on ITS-supported software), learns to oversee the operation of hardware and software (is responsible for their security; detects and removes viruses; recognizes, troubleshoots, and reports problems; performs maintenance tasks such as changing toner cartridges, loading paper, and running image updating programs; learns to operate any equipment specific to the lab(s) in which he or she works, (such as a scanner); learns to understand and enforce lab policies; learns where to direct inquiries he/she cannot resolve; engages/disengages alarm systems; checks out equipment and manuals; keeps lab neat and orderly; reports low supplies; completes forms, may be required to be part of the lab Cleaning Team (completes physical cleaning ITS public computer lab systems on a scheduled basis, i.e., completely cleaning mice (wiping down outside of the mice, cleaning the mouse balls, etc.; wiping off screens; cleaning laser printers, scanners, etc., wiping and blowing dust out of keyboards; work when the labs are closed) and performs other reasonable related duties as assigned by management.

Additional Requirements:

May be required to work shifts on weekends and/or between midnight and 8 a.m.

Note: This is a probationary position. At the end of one semester as a Computer Lab Consultant I, employees will either be promoted to Computer Lab Consultant II, or their position terminated.

Computer Lab Consultant II

A Computer Lab Consultant II has successfully completed the Computer Lab Consultant I training and testing.

Job Duties:

A Computer Lab Consultant II is responsible for having mastered all duties and responsibilities of a Computer Lab Consultant I: under the direction of Student and Full-Time Supervisor, provides customer service (assists clients with basic operations of hardware and software, provides consulting on ITS-supported software), oversees the operation of hardware and software (is responsible for their security; detects and removes viruses; recognizes, troubleshoots, and

reports/logs problems; performs maintenance tasks such as changing toner cartridges, loading paper, checking loose connections, and running image updating programs; operates any equipment specific to the lab(s) in which he or she works (such as a fax machine or scanner); understands and enforces lab policies; engages/disengages alarm systems; checks out equipment and manuals; keeps lab neat and orderly; reports low supplies; completes forms; may be asked to work on Cleaning Team and performs other reasonable related duties as assigned by management.

Additional Requirements:

May be required to work shifts on weekends and/or between midnight and 8 a.m.