



Laboratory Technician I – Computer Information Technology

Classified Range:47

Board Approved: 11/18/21 P. 1|4

*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 within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Provides instructional support services by performing technical work in a computer information laboratory.

SUPERVISION RECEIVED AND EXERCISED

Receives minimal direction from supervisor; works from procedures and best practices on general objectives; refers only specific matters to supervisor. May provide technical and functional direction to student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Sets-up computer hardware and lab lessons for faculty and student use in a laboratory environment; cleans and maintains computer related hardware and cables to keep in proper working condition.
2. Assists faculty, staff and students with the general and specific uses of a variety of computer stations; demonstrates computer procedures.
3. Demonstrates to students the proper use of computer equipment; tutors students in order to assist them in their understanding and use of multiple software programs.
4. Troubleshoots computer operations to determine malfunctions; perform repairs to hardware, software and floppy disks; sends equipment out for major repairs.
5. Installs and maintains servers.
6. Performs networking duties.
7. May install necessary software on the CIS classroom and lab computers.
8. May maintain expenditure records and provide data for budget estimates.
9. Performs duties related to the primary job duties.

MINIMUM QUALIFICATIONS

CORE COMPETENCIES:

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**



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Fact Finding

- Obtaining facts and data pertaining to an issue or question
- Uses defined investigation and information search techniques

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **

Reading Comprehension

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information **



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Professional and Technical Expertise

- Applying technical subject matter to the job **
- Applies a mastery of knowledge and skill for performing across a wide range of technical or professional applications
- Possess recognized expertise outside of the organization**

Self-Management

- Follows through on instructions and assignments
- Self-directed and self-monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

***Lead, Advanced or Senior Level Positions*

Education and Experience Guidelines

Education/Training:

Equivalent to completion of sixty (60) semester units of college coursework that includes eighteen (18) semester units of courses in Computer Information Science (CIS), Computer Science or a related field.

Experience:

Three (3) years of experience in the operation, maintenance, and repair of personal computers and related equipment.

Preferred Education and/or Experience

A Bachelor's Degree from an accredited college or university with major coursework in Computer Information Science (CIS), Computer Science, or a related field.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a classroom/laboratory setting; exposure to noise.



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Physical: Primary functions require sufficient physical ability and mobility to work in a classroom/laboratory setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.