

**LABORATORY TECHNICIAN – COMPUTER INFORMATION TECHNOLOGY**

*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**

Under general supervision, provides instructional support services by performing technical work in a computer information laboratory; assumes responsibility for the repair and maintenance of classroom and laboratory computers; performs networking duties; installs and maintains servers; assists in the preparation of computer labs; assists faculty and students during class time and tutors students during open lab hours; performs other related duties as assigned.

Positions in the Laboratory Technician class are assigned duties requiring considerable technical knowledge and ability in the assigned field of specialization. Incumbents are expected to exercise independent judgment in the performance of duties and are responsible for supervising and maintaining all laboratory supplies, materials, equipment, and records. Positions in this class specialize in the assigned subject area.

**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 personal computers; demonstrates personal computer procedures.
3. Demonstrates and provides instruction to students in 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. Works with faculty to ensure a positive learning environment in the lab.
8. May install necessary software on the CIS classroom and lab computers.
9. May assist faculty in assembling printed class materials.
10. May supervise and assign work of student workers.
11. May maintain expenditure records and provide data for budget estimates.
12. Performs related duties as required.

**SAN BERNARDINO COMMUNITY COLLEGE DISTRICT**  
**Laboratory Technician – Computer Information Technology (*Continued*)**

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Operation and repair of a variety of personal computer hardware and software applications including scripting languages, office applications, web design and computer graphics software.  
Concepts associated with computer information technology.  
Methods and procedures of preparing instructional materials used in appropriate laboratory.  
Sufficient human relation skills to guide students and student workers, and to convey technical concepts.  
Principles and procedures of record keeping and filing.  
English usage, spelling, grammar, and punctuation.

**Ability to:**

Maintain the lab and equipment in a safe and organized manner.  
Operate and maintain assigned computer equipment including hardware, software and related applications.  
Read and understand technical manuals and protocols.  
Instruct students in the use of computer equipment and lab procedures.  
Listen actively and effectively, identify and solve problems, and facilitate problem solving.  
Operate office equipment including computers and supporting word processing, database management, and desktop publishing applications.  
Perform routine record keeping and report writing duties.  
Work independently and collaboratively.  
Plan and organize work to meet changing priorities and deadlines.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** –*A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

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

**Experience:**

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

**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.

**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 lift, carry, push, and/or pull light to moderate amounts of weight; 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

**SAN BERNARDINO COMMUNITY COLLEGE DISTRICT**  
**Laboratory Technician – Computer Information Technology (*Continued*)**

screens and printed documents; and to operate assigned equipment.

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

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