CLASS TITLE: TECHNOLOGY CENTER TECHNICIAN

BASIC FUNCTION:

Under the direction of the Vice President of Instruction, or a designated supervisor, assist in the development and implementation of online course materials, laboratory hardware/software, training programs, research tools, and support services.

REPRESENTATIVE DUTIES:

Assist in the operation of microcomputers and peripheral equipment, demonstrate the use of equipment and explain operational techniques.

Maintain assigned laboratory and systems in support of instructional programs; install, configure, and relocate equipment; enable appropriate network connectivity.

Install new software and version upgrades in the assigned laboratory; assist users with the proper use of such applications.

Troubleshoot, adjust, and repair malfunctioning computers and related equipment to the component level. Collaborate with vendors and other personnel with respect to technical support and service agreements.

Conduct diagnostic tests to ensure the correct operation of microcomputer hardware, peripheral equipment, and application software; test the operation of incoming microcomputers and peripheral equipment.

Serve as a resource to faculty, staff and administrators with respect to technological advancements in computer hardware and software.

Maintain inventory of parts, equipment, and supplies.

Monitor system usage reports.

Train and provide direction to student workers as assigned.

Maintain a clean and orderly computer facilities (e.g., laboratories, resource centers); provide lab security.

Provide support to faculty who want to develop instructional web sites and online course materials.

Provide support to faculty who want to develop instructional technology applications/systems.

Collaborate with outside vendors to help ensure the delivery and implementation of products and services.

Execute specific instructional technology projects within time limitations.

Collaborate with technical resource people throughout the college; ensure a sense of teamwork with respect to all assignments.

Actively participate in planning sessions and project meetings.

Prepare status reports with respect to various efforts.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Microcomputer operations and related information processing.
Operating procedures and practices appropriate to an instructional computer laboratory.
Oral and written communication skills.
Microcomputer operating systems.
Interpersonal skills using tact, patience, and courtesy.

Ability to:

Install, operate, maintain, test and repair microcomputer hardware and software peripheral equipment.
Communicate effectively both orally and in writing.
Use word processing, spreadsheet, and data base business applications.
Provide technical assistance to faculty and staff.
Demonstrate and explain the use of computer hardware and software to others.
Troubleshoot malfunctioning equipment and perform repairs to the component level.
Organize and oversee computer laboratory operations to promote an effective learning environment.
Maintain current knowledge of software developments and technological advancements in the microcomputer field.
Maintain all records to laboratory usage and parts inventories.
Ensure lab security.

EDUCATION AND EXPERIENCE: Any combination equivalent to: AA or AS degree in computer science, information systems, or related field or a minimum of **three (3)** years of experience operating and maintaining microcomputers, peripheral equipment, and software applications.

WORKING CONDITIONS: Duties are primarily performed in an instructional laboratory environment. Incumbents are subject to noise from equipment operation.

PHYSICAL DEMANDS: Duties require the physical ability to see clearly to operate or transport equipment and assist faculty and staff, identify and distinguish colors, speak clearly and distinctly to provide information to faculty and staff, hear and under