# IMPERIAL COMMUNITY COLLEGE DISTRICT

## CLASS TITLE: LEARNING SERVICES TECHNICIAN

## BASIC FUNCTION:

Under direction of the Area Administrator and the R/W Lab Coordinator prepare, organize and maintain student records at a community college; record completion of assignments, perform variety of responsible and technical duties related to the Lab. Assure timely and efficient services to students; provide information and assistance to students, faculty and staff concerning lab services, schedules and appointments.

## REPRESENTATIVE DUTIES:

Operate, manage and update student databases and computer software used in an instructional lab or language lab.

Monitor, assess and revise computer software procedures for the lab to maximize efficiency.

Interact with software technical support representatives.

Create student calendars and worksheets and maintain student folders according to lab procedures.

Monitor laboratory usage and record information on appropriate laboratory usage reports.

Troubleshoot, adjust and repair malfunctioning computers and related equipment to the component level; remove and replace components such as memory chips and drives;     report major repair needs to vendors or other personnel according to established policies and service agreements.

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

Maintain inventory of parts, equipment, and supplies, and provide lab security and a clean orderly laboratory environment.

Train and provide work direction to student workers as assigned.

Serve as a resource to faculty, staff and students regarding technological advancements in computer hardware and software.

Maintain confidential records and files and assure compliance with privacy and record retention regulations.

Perform related duties as assigned an assist in other lab activities as required.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
Methods of recording student grades and course work completed.
Rules, regulations and policies related to student records.
Practices of college admissions, records and registration including on-line data processing applications.
Modern office practices, procedures and equipment including Microsoft excel, word, power point and Access.
Educational databases.
Record-keeping techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.

**ABILITY TO:**
Prepare, organize and maintain student records at a community college.
Perform technical record keeping duties required to enter, maintain, store and retrieve permanent student records of coursework completed, grades, credits earned.
Interpret, explain and apply rules, regulations and policies regarding student records.
Operate office machines including computer equipment.
Operate and manage educational software and databases.
Type 45 words net per minute from clear copy.
Communicate effectively both orally and in writing.
Work independently with minimal supervision.
Work confidentially with discretion.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Train and provide work direction to others.
Maintain records and prepare reports.

**EDUCATION AND EXPERIENCE:**   Any combination equivalent to: Two years college course work in computer science or four years work in a computer lab setting and  three years of technical experience involving complex records maintenance, preferably including one year in a community college setting.

**WORKING CONDITIONS:** Duties are primarily performed in a Learning Services environment while seated at a counter, desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

**PHYSICAL DEMANDS:** Incumbents regularly sit or stand for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 25 pounds.