

Technician, Lead Computer Lab Support

FLSA Status: Non-Exempt

Pay Grade: 15

Job Title ID: 18157

Job Series/Job Family: Instructional Technology Series / Instructional Computing Family

Reports To

Director, Manager, or Supervisor

Job Purpose

To serve as liaison and coordinate implementation of campus-wide computer operations. To monitor, maintain, install, and support networked computer systems, and peripheral equipment; provides professional-level network support functions, and assists students, faculty, and staff in an academic lab environment. Guides, trains, and delegates support tasks to the Computer Lab Support Technicians.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Coordinates implementation of college-wide initiatives to ensure computer operations are uniform and consistent. Provides technical and non-technical support, training, and assistance to students, faculty, and staff in a computer lab environment; analyzes problems and implements solutions according to Department guidelines and procedures; performs network and server administrator duties, and assures system stability, accessibility, and proper configuration of assigned technical systems and components.
2. Serves as lead for computer trouble-shooting, network failures and connectivity issues; diagnoses system problems; analyzes hardware and software functionality; identifies, locates, resolves and repairs problems within scope of authority; documents call records and results.
3. Serves as the centralized contact coordinating with other college departments and community organizations that use the colleges computer facilities.
4. Monitors domain environment; resolves configuration and connectivity issues, and other traffic, security, and access problems; checks network for operating efficiency, makes corrective adjustments to data management settings, and assures system integrity; sets up and repairs network hardware.
5. May maintain departmental website; ensures uniformity of websites; develops and maintains custom web applications.
6. Maintains and updates workstations and servers, equipment, and peripherals; researches and tests new software; installs software upgrades and enhancements; uses imaging software to create and deploy desktop computers.
7. Assists students, faculty, and staff in tutorial applications and domain services as required; monitors utilization trends and backup procedures; manages user accounts, password files and access rights.
8. Responds to the needs and inquiries of students, faculty, and staff; explains IT issues, deploys solutions, and follows up with users to assure the stability and functionality of the users' systems. Assigns Computer Lab Support Technicians to support issues.
9. Serves as team lead to triage computer issues and prioritize assignments for Computer Lab Support Technicians. Escalates issues to other college departments and tracks the issue until it is resolved, as needed.
10. Trains, guides and directs the support tasks for the Computer Lab Support Technicians.
11. Monitors physical security of assigned department assets; controls access to premises, observes user activities and facility utilization shifts, provides materials, training, and assistance as needed.

12. Reports technical problems which need to be addressed by improved policies or procedures.
13. Provides technical support to students and instructors to assist in the training of students, faculty, and staff on software applications usage. Facilitates one-on-one instruction and group workshops.
14. Collects, compiles, analyzes, and presents reports for technical and administrative information; may include facility usage and resource utilization.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Administration and maintenance principles of network servers, relational databases, and web- and windows-based software applications.
- The structure and operating capabilities of one or more network operating systems.
- Network hardware, software, and peripheral equipment troubleshooting techniques.
- Network topologies and protocols, and technical Internet knowledgebase services.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communication skills.
- Effectively using organizational and planning skills.
- Operating and maintaining computer and peripheral equipment safely and competently.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Responding professionally, effectively, and efficiently to customer service requests.
- Prioritizing multiple tasks, projects, and demands.
- Using Scripting language for computer and web administration.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated professional-level technical proficiency in network domain administration.

Physical Requirements

Required

- Occasional lifting of objects up to 40 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is performed in a computer laboratory and office environment.

Work Experience

Required

- Two years work experience supporting a complex networked environment.

Education

Required

- High School diploma or equivalent.

Preferred

- Associate's degree in computer science.

Licenses/Certifications***Required***

- Valid Texas driver's license.

Other***Required***

- Reliable transportation for travel between campuses.
- May work some nights, weekends, or times when the College is otherwise closed.

Preferred

- Knowledge of and experience with programming languages or knowledge of assistive hardware and software technologies.

Safety***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.