



Staff Job Description

DATE	POSITION #	POSITION TITLE
3/12/2019	PS9835	PT Computer Lab Support

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Information Technology Services	Technology Support Services	Support 2	FA9602

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: PTCTU	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input type="checkbox"/>	Full-Time (40 hrs/wk): <input type="checkbox"/>	Part-Time: <input checked="" type="checkbox"/> 25 Hrs/Week	Pooled Position: <input checked="" type="checkbox"/>	8 # of Employees if this position is pooled.
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JOB SUMMARY: This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

The computer lab support position is responsible for the day-to-day lab maintenance activities of the main campus computer lab (TLC100) and/or the west campus computer lab (M123) including helping students with general technology questions, keeping printers loaded with paper, print-out distribution, faculty test scanning, and computer lab tidiness. This position will also assist, on an as-needed basis, in campus-wide registration activities, student orientations, and technical assistance in classrooms.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
30	1	Help/direct students with general technology questions with the internet, email systems, printing, launching applications, saving work, Microsoft Office Suite questions, etc.
30	2	Assist faculty and students in all LCC electronic processes such as admissions, registration, myLCC Portal, student e-mail, technology username, course management system, test scanning etc.
30	3	General lab maintenance such as changing/adding printer toner and paper, distributing printouts, adding print credits to student print accounts, and general lab tidiness/cleanliness.

%	NO.	Essential Duties and Responsibilities
10	4	Other duties/jobs that come up and are assigned by the Academic Technology Resource Supervisor and/or the Technology Support Services Director.
Ongoing	5	Promote and support divisional goals and initiatives.
	6	Type here
	7	Type here
	8	Type here
	9	Type here
	10	Type here

CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

COMMUNICATION

- Tailors communication to the level and experience of the audience
- Listens actively

TEAMWORK

- Encourages others to work as a team by example

CUSTOMER SERVICE

- Elicits feedback from customers to monitor their satisfaction
- Strives to meet or exceed customer expectations

TECHNICAL/POSITION SPECIFIC EXPERTISE

- Demonstrates broad knowledge of computing, Internet, distance learning and instructional technologies

EDUCATIONAL/EXPERIENCE REQUIREMENTS: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required

- High School Diploma
- College-level coursework required

Preferred

- Customer Service experience preferred

PHYSICAL AND MENTAL REQUIREMENTS: Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist



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WORK ENVIRONMENT: Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

SIGNATURES

Supervisor's Name: Katie Chiappelli

Supervisor's Signature: *Kathleen Chiappelli*

Date: 4/9/19

Dean/ELT's Name: Kevin Bubb

Dean/ELT's Signature: *Kevin B. Bubb*

Date: 4/9/19

HR Rep: Sydney Glasscoe

HR Rep Signature: *Sydney Glasscoe*

Date: 4/10/19

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST *(The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to eh essential job duties for the attached job description.)*

Position #: PS9835

Date: 3/12/2019

Supervisor's Position #: FA9602

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: [Click or tap here to enter text.](#)

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up/down and right/left)



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- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)
- Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)
- Medium (exert 21-50 lbs of force, walk/stand frequently)
- Heavy (exert 51-100 lbs of force, walk/stand routinely)
- Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions

- Weather (rain, snow, wind)
- Extreme cold (inside, outside)
- Extreme heat (inside, outside)
- Confined/restricted spaces
- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)
- Vibrations
- Extreme noises