

Blue Ridge Community College - Employee Job Description

Position Title: Computer Lab Technician work study	Classification: Work Study
Division: General Administration	Pay Rate: \$8.50/hr.
Department: Information Technologies	
To apply, contact: Leah Knowles at (828) 694-1646 or Steve Young at (828) 694-1891	
<p>Statement of Primary Purpose:</p> <p>The Computer Lab Technician position provides technical support to BRCC students in the Open Computer Lab. This position also maintains computers in the OpenLab as well as other computer labs on campus.</p> <p>Computer lab technicians will be scheduled to cover up to 5 hour shifts between the hours of 9 AM to 4 PM Monday through Friday for a total of 10 hours per week. Flexible work hours including occasional evenings and weekends might be required.</p> <p>Technicians may also be asked to assist in the creation of web based media options including but not limited to on-line tutorials, FAQ's, training guides, podcasts and instructional video.</p>	
<p>Essential Functions and Responsibilities:</p> <ul style="list-style-type: none"> • Providing in person and telephone technical support to students in the OpenLab • Troubleshooting a variety of technical issues that occur in the OpenLab • Maintaining computers in computer labs by <ul style="list-style-type: none"> o Installing, updating and configuring software o Physically moving computer and related components o Assisting with disposal of obsolete equipment • Assist with closed captioning transcription for online video content • Report, document and track job activities using an online ticket system • Performing other related duties as assigned 	
<p>Additional Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Apply creativity and imagination to problem solving • Work with supervisor to interpret client needs, and produce instructional materials • Manage and meet deadlines. • Develop FAQs, tutorials, and/or podcasts that address those issues • Work with Media Services • Closed captioning transcription <p>Reasonable accommodations will be made to enable individuals with disabilities to perform essential job functions.</p>	

Minimum Qualifications

- Must be currently enrolled in one or more curriculum classes at BRCC
- Must have completed CIS 110 or its equivalent with an “A” (or make 90 or above on a basic computer test)
- Strong problem solving skills and attention to detail
- Good computer skills including use of word processing, spreadsheets, and database applications
- Strong oral and written communication skills
- Well-organized and able to manage time effectively
- Commitment to provide excellent customer service
- Able to adapt and learn new procedures and software programs
- Must be recommended by at least one instructor

Education:

This position enables the student to perform a variety of hands on technical computer support tasks under the guidance of professional BRCC staff. A student in this position will also gain valuable experience working both independently and in a team environment within an innovative, customer service focused organization. Students will also have the opportunity to perform a variety of computer administration tasks using IT industry tools such as Windows Deployment Server.

This position is temporary and will be contracted for and paid on a monthly basis. The first month is paid on “arrears”, and the employee will be paid at the end of their second month of employment.

Knowledge and Skills:

The ideal candidate will be familiar with or willing to learn:

- Windows Operating System
- Macintosh Operating System
- Moodle
- Microsoft Office Suite (Word, Excel, PowerPoint, Access)
- Camtasia Studio
- Express Scribe
- Adobe Flash and Photoshop
- Sorenson Squeeze
- Audacity

Other programs as assigned

Physical Demands:

The ability to perform all duties associated with the position including, but not limited to lifting, prolonged standing, sitting, bending, stooping, and operating or performing work with associated tools and machines.

Date Last Revised: 12/13/2016 by Steve Young and Leah Knowles