Microcomputer Lab Assistant

Job Code 00007225

General Description
Responsible for coordinating and supervising a general purpose microcomputer lab.

Examples of Duties
Process new software.
Back up and test new software and prepare the item for closed reserve.
Assess patron needs and make quality software recommendations.
Load new and updated software and track software inventory and licenses.
Assist with routine maintenance of computers.
Troubleshoot hardware and software problems.
Assist with circulation of computer hardware and software items.
Assist patrons with use of hardware and software.
Optimize, clean off files and scan hard drives for viruses.
Load virus detection software.
Recover data from damaged disks.
Assist in establishing policies and operational procedures for lab usage.
Prepare information for patron usage.
Assist with overseeing the work of student employees.
Document and test procedures.
Serve as a resource for student workers.
Maintain hardware inventory and track hardware sent out for repairs.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: Software and computer usage; standard office and lab procedures; basic mechanical concepts.
Skill in: Preparing memos and reports; working with others; effectively delegating and directing the work of others; establishing a rapport with other departmental personnel; public speaking and giving presentations; problem solving and decision making; typing.
Ability to: Read, interpret and understand hardware and software technical documents and manuals; perform basic math; train and instruct patrons and student employees; make minor repairs on printers and hard drives; negotiate; troubleshoot; supervise; work under pressure; effectively communicate with a variety of people; work independently.
**Education and Experience**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

**Other Requirements**

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