

MANUAL Student Employment Office Office of Career Services	SECTION Student Job Description			PAGE 1 / 1 REVISED
SUBJECT <b>Student Computer Specialist II</b>	RANK x315	GROUP III	CBC	PHYSICAL

**DEFINITION:**

Under limited supervision of a staff or faculty employee, a student usually performs all or part of the following duties.

- (a) Answer questions from a faculty, staff and students (in person, phone and electronic mail) about software, hardware, networks, communications, computer usage policy, printing Internet access, tape management, and operating systems such as DOS, Windows, MacIntosh, Unix, and CMS.
- (b) Open and close computer lab sites.
- (c) Check proper functioning of the equipment in the labs (PCs, Macs, printers, alarm system, communication equipments).
- (d) Perform maintenance of the equipment in the labs described above.
- (e) Enforce computer usage policy in the labs.
- (f) Install and troubleshoot software related questions for faculty and staff.
- (g) Install, troubleshoot and repair personal computer hardware. Make recommendations for spare parts.
- (h) Monitor alarm system in public areas.
- (i) Supervise people in public labs.
- (j) Teach introductory seminars and training sessions.

**BASIC QUALIFICATIONS:**

One year as a Student Computer Technician Aide or two years equivalent work experience. Demonstrated working knowledge on two of the following areas: DOS, Windows, MacIntosh, Unix, and VM, and competency in others. Ability to convey complex and technical information in simple terms. Excellent oral and written communication skills and problem solving skills.

**BASIC QUALIFICATIONS FOR STARTING AT STEP B:**

Two years as a Student Computer Technician Aide or 3 years of equivalent work experience.