

MANUAL  Student Employment Office Office of Career Services	SECTION  Student Job Description			PAGE 1 / 1 REVISÉD
SUBJECT  <b>Student Computer Technical III</b>	RANK  x415	GROUP IV	CBC	PHYSICAL

DEFINITION:

Under minimal 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) Install and troubleshoot software related questions for faculty and staff.
- (c) Install, troubleshoot and repair personal computer hardware. Make recommendations for spare parts.
- (d) Open and close computer lab sites.
- (e) Check proper functioning of the equipment in the labs (PCs, Macs, printers, alarm system, communication equipments).
- (f) Perform maintenance of the equipment in the labs described above.
- (g) Enforce computer usage policy in the labs.
- (h) Monitor alarm system in public areas.
- (i) Supervise people in public labs.
- (j) Teach advanced seminars and training sessions.

BASIC QUALIFICATIONS:

One year as a Student Computer Technician Assistant or three years equivalent work experience. Demonstrated advanced working knowledge in two of the following areas: DOS, Windows, MacIntosh, Unix, and VM and thorough working knowledge of the others. Excellent ability to convey complex and technical information in simple terms. Excellent oral and written communication skills and problem solving skills. Must be a graduate student.

BASIC QUALIFICATIONS FOR STARTING AT STEP B:

An additional year of work experience.