

MANUAL Student Employment Career Services	SECTION Student Job Description				PAGE 1 / 1 REVISIED 7/18
SUBJECT <i>Student Computer Specialist II</i>	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 equipment).
- (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 (1) year as a Student Computer Technician Aide or two (2) 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 (2) years as a Student Computer Technician Aide or three (3) years of equivalent work experience.