

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISIED 9/21
SUBJECT <i>Student Computer Specialist IV</i>	RANK x515	GROUP V

DEFINITION:

Assists staff or faculty employee with the supervision of other student employees in a computer classification. The student usually performs all or part of the following duties in a supervisory mode:

- (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) Train and instruct student employees in a computer classification.
- (e) Recognize needs for and initiates improvements in internal training tools and external training and services.
- (f) Develop training seminar curricula and teach such seminars.
- (g) Open and close computer lab sites.
- (h) Check proper functioning of the equipment in the labs (PCs, Macs, printers, alarm system, communication equipment).
- (i) Perform maintenance of the equipment in the labs described above.
- (j) Enforce computer usage policy in the labs.
- (k) Monitor alarm system in public areas.
- (l) Supervise people in public labs.

BASIC QUALIFICATIONS:

At least one (1) year as a Student Computer Technician Assistant, Group IV or four (4) 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

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simple terms. Excellent oral and written communication skills and problem solving skills.

BASIC QUALIFICATIONS FOR STARTING AT STEP B:

An additional year of work experience.