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 inquiries from faculty, staff, and students regarding software, hardware, networks, computer policies, and operating systems through various channels.

(b) Install and troubleshoot software for faculty and staff.

(c) Install, troubleshoot, and repair personal computer hardware. Make recommendations for spare parts.

(d) Train and instruct student employees in 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) Ensure proper functioning of the equipment in the labs, including PCs, Macs, printers, alarm systems, and communication equipment.

(i) Perform maintenance of the lab equipment.

(j) Enforce computer usage policies in the labs.

(k) Monitor alarm systems in public areas.

(l) Supervise users in public labs.

BASIC QUALIFICATIONS:

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

LEARNING OUTCOMES*:

- Professionally advocate for oneself and others
- Assume duties or positions that will help one progress professionally.
- Establish, maintain, and/or leverage relationships with people who can help one professionally.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of others.
- Multi-task well in a fast-paced environment.
- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Actively contribute and advocate for inclusive and equitable practices that influence individual and systemic change.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Demonstrate dependability.
- Consistently meet or exceed goals and expectations.
- Have attention to detail, resulting in few, if any, errors in their work.
- Show a high level of dedication toward doing a good job.
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- Collaborate with others to achieve common goals.
- Manage technology.
- Navigate change and be open to learning new technologies.

*Learning outcome descriptions from the [National Association of Colleges and Employers (NACE)].