

The University of Akron
Classification Specification

Job Title:	Computer Lab Support Specialist	Job Code:	43441
Job Function:	Staff	Grade:	118
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology Division	Date:	1/08;1/04;7/99

Job Summary:

Provide supervision and coordination of computer lab to promote maximum utilization by students and faculty. Train and oversee lab assistants, provide technical support to students and faculty, and maintain equipment, software, and supplies.

Essential Functions:

45% Provide technical and operational assistance to students and departmental faculty including demonstrating media equipment usage and supplying hardware and software support.

25% Supervise computer labs while maintaining all systems, servers, networks, and application software/hardware.

10% Select and purchase new equipment in addition to installing and planning new software and networks.

8% Provide training and instruction to student assistants in various activities including using network and application software/hardware, providing operational support, signing-out media equipment, and grading student media projects.

8% Establish employee work schedules, maintain the department's web site, create student databases and produces forms and signs to be used in computer labs.

4% Participate in University wide committees and teach seminars on the use of computer systems.

Education:

Requires a relevant Associate Degree

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum 2 years experience in maintaining all systems, servers, networks, and application software/hardware. Advanced computer knowledge, and a familiarity with media equipment required. Ability to train users, troubleshoot and resolve problems required. Ability to train users and provide customer service skills required. Strong customer services skills required. Supervisory experience preferred.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.