

## **COMPUTER LAB AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in a school district building and computer lab and involves responsibility for performing a variety of non-instructional support tasks to assist students and teachers with computer use and programs. An incumbent functions in a non-instructional capacity to set up labs, observe student performance and adjust programs to fulfill their needs. Computer Lab Aide positions differ from the certificated position of Teaching Assistant in that incumbents of the former shall not perform duties that are instructional or instructionally related such as reinforcement and remediation. This position also involves responsibility for maintaining existing computer systems and applications software in the computer lab and other computers in a school district building. An incumbent may diagnose and resolve user problems related to computer hardware, software, networks and peripheral equipment and refer difficult problems or questions beyond their scope to appropriate resource or individual. The work is performed under general supervision with leeway allowed for the use of independent judgment in carrying out the details of the work. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Sets up lab equipment and software for students;  
Assists students and teachers in finding and using equipment, software, books and supplies;  
Assists students and teachers with the operation of computers and related peripheral equipment;  
Assists students with the use of various application programs;  
Maintains order and monitors the use of computer equipment in the computer lab;  
Maintains lab records such as attendance logs, usage logs and equipment inventories;  
Maintains all computer lab equipment in operable condition, performing minor adjustments;  
Confers with various school officials concerning the lab's use and needs;  
Provides technical assistance and procedural advice to school district personnel on the computer system operations including software and hardware troubleshooting or other system issues;  
Observes indicators on monitor and peripheral equipment and takes necessary steps to assure the proper functioning of the system including installing program temporary fixes;  
Performs the installation, maintenance, repair and replacement of equipment and parts including but not limited to customization of equipment and software and hardware upgrades;  
Maintains records, prepares reports and documentation;  
Assists in training new personnel in computer operations;  
Performs routine cleaning and maintenance of assigned equipment;  
Assures that operating supplies are available.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the use and operation of a computer and related peripheral equipment; working knowledge of basic computer language; working knowledge of office terminology and procedures; ability to operate a computer and printer; ability to maintain inventory and maintenance records; ability to understand and follow oral and written instructions; ability to establish good working relationships with children and others; ability to evaluate student progress and modify programs to meet their needs.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, and one (1) year of work experience that included the use and operation of a personal computer and related peripheral equipment as a major portion of the work.

**NOTE:** Completion of six (6) credit hours of coursework from a regionally accredited college or university in the field of computer science, information technology, data processing or a closely related field may be substituted for the one year of experience.