

The University of Texas at San Antonio

Job Description

Job Title: Senior Computer Lab Assistant
Code: 19332
Salary Grade: 52
FLSA Status: Non Exempt
Department/Division: Job available in different departments/divisions
Reports To: In accordance with specific departmental policies

Summary

- Function: To provide academic and computer support to students through assistance with software applications and hardware devices to include support duties necessary for laboratory operation.
- Scope: Responsible for assisting students with software and hardware provided in laboratories and oversee computer lab personnel.

Duties

- Typical:
 1. Responsible for providing knowledge and computer support to users regarding the effective use of computers and lab resources.
 2. Serves as a team leader to monitor and assist in laboratory operations.
 3. Records and monitors laboratory student usage and activity regarding poster printing, supplies and equipment.
 4. Identifies, verifies and documents computing system operation in lab and reports to supervisor.
 5. Provides assistance to laboratory users through knowledge of software packages.
 6. Performs other duties as assigned.
- Periodic:
 1. Conducts tours of laboratories.

Education

| Required | Preferred |
|-----------------------------|---|
| High School diploma or GED. | College level or technical courses in computer science, technology, or a related field. |

Other Requirements

| Required | Preferred |
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| Intermediate knowledge of a wide variety of personal computer hardware and software. | N/A |
| Criminal Background Check (CBC). | |

Experience

| Required | Preferred |
|---|--|
| Two years of experience with computer operation systems, common office applications and printing. | Four years of experience with computer operation systems and intermediate knowledge in Microsoft Office. |
| Customer Service experience | |

Equipment

| Required | Preferred |
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| Personal computer and standard office equipment. | Hardware utilized in the specific computer lab. |

Working Conditions

| Usual | Special |
|---------------------------------|---|
| Normal computer lab conditions. | Occasional evening and weekend hours. |
| | May involved lifting and moving of computer hardware and/or supplies. |

Supervision

| Received | Given |
|---|---|
| Exercises independent judgment based on extensive knowledge and experience. Instructions and oversight provided by direct supervisor. | May delegate assignments and provide on the job supervision to part-time personnel. |

Accuracy

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| Proficiency in all phases of the duties performed. |
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Security Sensitive

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| Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code. |
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Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.