Computer Lab Technician Scope of Responsibilities

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I. User Network Logon Account Management
   a. Create and manage accounts of current students and alumni.
   b. Unlock students that have been locked (if an ID is presented by the student).
   c. Reset passwords of student accounts (if an ID is presented by the student).
   d. Fix bad user profiles (usually for accounts that were created incorrectly).

II. Equitrac Stations/Printing Account Management
   a. Help students and faculty review their printing statement.
   b. Help lab users understand the charges made on their printing statement.
   c. Assist lab users with resetting their PIN numbers online.
   d. Guide lab users with depositing funds into their printing account.
   e. Show lab users how to get a card and deposit money into the card.
   f. Troubleshoot the deposit station if any errors occur.

III. Printing Management
   a. Add, edit, delete and change priority of print jobs.
   b. Pause and resume the operations of printers during printer downtime (such as when changing plotter paper).
   c. Diagnose software-based copier/printer problems.
   d. Start the deposit station if it is offline.
   e. Diagnose logon problems with the deposit stations.
      i. Unlock student account if the student locks him/herself on the deposit station (student must present an ID for verification before accounts are unlocked).
   f. Help student print on custom paper (excluding inkjet paper, transparencies, labels, stick-backs, and materials that will melt inside the printer).

IV. Equipment Maintenance
   a. Ongoing Computers / Computer Configuration
      i. Equipment Maintenance:
         1. Installing, configuring and troubleshooting operating systems, system software and application software in the computer labs.
         2. Troubleshooting hardware/software problems on lab computers.
         3. Replacing broken components on problematic-hardware.
      ii. Assist supervisor(s) with:
         1. Creating images for computer configurations.
         2. Imaging computers for mass deployment.
         3. Post-imaging work on workstations.
         4. Installing, securing and hooking up computers at predefined locations.

Fulfilling requests from faculty, staff and students.
b. Network Connections
   i. Troubleshoot network connections for lab computers if they are not working. Check to make sure the cable is connected to the device. If it doesn’t work, trace the port number and report it to a lab supervisor or a network manager.

c. Projectors
   i. Change the projector lamp/bulbs when they burn out.
   ii. Re-focus and alter settings for best possible viewing experience.

d. Printers
   i. Clear paper jams on lab copiers and printers.
   ii. Change plotter paper.
   iii. Refill paper, ink, toner on lab printers and copiers.
   iv. Troubleshoot lab printer/copier problems.
   v. Check to make sure student-usable copiers can communicate with the Equitrac PIN number system.
   vi. Routinely check the ink/printhead levels and replace empty/defective units.

e. Deposit stations
   i. Reboot and test the deposit machine at least once a week to ensure that it has not crashed.

V. Audio/Visual
a. Ensure lab projectors and speakers are functional when their shift starts or when labs open.
b. Provide assistance to students/instructors that can’t get their computers to communicate with lab projectors.
c. Provide assistance to students/instructors that do not know how to use lab scanners.
d. Show students/faculty/staff how to use A/V equipment in the labs.
e. If time is available, set up the projector to be working with the instructor station before a class begins (sometimes, classes are back to back and techs do not have enough time to perform this task).
f. Ensure cable connections are correct and working.

VI. Problem Reports
a. Record all issues on the computer lab assessment report.
b. Report hardware/software failure on the open/closed problems list.
c. Keep track of the open/closed problems list, and take care of the issues listed on that list.
d. Document lab assessment report on the portal on a daily basis.

VII. Technical Support
a. Assist users with setting up their files to print/plot (but not to help them do their homework).
b. Assist users with hardware/software/printer problems.
VIII. Knowledge Sharing
   a. Train other lab techs on on-going tasks.
   b. Share knowledge with other lab techs once a month to ensure everybody’s skill level is even.
   c. Ask supervisor(s) for assistance if more knowledge is needed.

IX. Maintenance Session
   a. Clean all tables, keyboards, mice, monitors, system cases, and white boards in the labs (once every two weeks).
   b. Test all drives on all computers (once every two weeks).
   c. Comprehensively test several random computers to ensure computer configuration is acting normally (once every two weeks).
   d. Test all printers (daily).
   e. Test connectivity between workstations and the printers (daily).
   f. Troubleshoot faulty hardware and software (as needed).

X. Cleaning
   a. Wipe the lab monitors to be clear of fingerprints, dirt and grease (once a week).
   b. Clean the keyboards, mice and tables (once every two weeks).
   c. Throw out old drinks by the tables (daily).
   d. Pick up scrap paper (daily).
   e. Toss old print jobs into the recycling box (daily).
   f. Wipe the temp drives (one week after the end of the semester).
   g. Ask students to put away food and drinks – no eating and drinking is allowed in the labs (as needed).

XI. Timesheets
   a. Turn in timesheets to a lab supervisor at least one day before they are due to payroll. Timesheets must be written correctly, and overtime sheets must be attached if the tech worked overtime on a given day.

XII. Scheduling
   a. Report availability to a lab supervisor, so that schedules can be created.
   b. If the tech cannot make it to his/her shift, the tech must find another tech to cover that shift. If the tech is having difficulty, he/she must notify a supervisor.

XIII. Security Sweep
   a. At the beginning and end of the shift, count how many computers, printers and peripherals are in the labs to ensure that nothing is stolen.
   b. Record security sweep report on the Computer Lab Assessment Report

XIV. Proactive Support
   a. Walk around the labs and see who needs help. Ask that person if they need assistance, and provide them with support to the best of your capabilities.
b. Announce to the room that they are on duty.

XV. Instructional Support
   a. Prepare lab computers and lab A/V equipment for classes and events held in the labs (if there is sufficient time. Certain classes are back-to-back, which makes it impossible for techs to prepare a lab).
   b. Post “Class in session” signs on the doors when classes are held in the lab.
   c. Inform students in the labs whenever a class or special event is about to begin.

XVI. Documentation
   a. Document HOW-TOs, assessment reports, headcount data, and technical instructions on the portal and on the HOW-TOs directory (inside techfile).

XVII. Opening Labs
   a. Check and diagnose paper, ink and toner levels on all printers.
   b. Check the open/closed problems list for things to fix.
   c. Turn on and examine all lab equipment for faults.
   d. Check to make sure no lab equipment was stolen.
   e. Check other labs to see if they need paper, ink, toner, supplies.
   f. Document previous headcount data on the portal.
   g. Test all projectors in the labs.
   h. Test network-oriented software to ensure it is working.

XVIII. Closing Labs
   a. Announce to lab users that the labs are about to close.
   b. Turn off all unused/non-reserved equipment.
   c. Document outages on the open/closed problems list.
   d. Check to make sure no equipment was stolen.
   e. Make sure all doors and windows are completely locked before leaving the lab.
   g. Sign off the Assessment Report.

XIX. Starting Shift
   a. Check and diagnose paper, ink and toner levels on all lab printers.
   b. Check the open/closed problems list for things to fix.
   c. Notify other lab techs on duty.

XX. Ending Shift
   a. Notify other lab techs on duty.
   b. Check to make sure lab is staffed before leaving.

XXI. During Shift
   a. Document the number of lab users every thirty (30) minutes.
   b. Push in chairs, keyboards, mice, monitors, computers to make lab look neat.
   c. Pick up scrap paper and throw away old drinks.
   d. Look for users that need technical support and support them.
e. Monitor equipment for outages.
f. Fix problems listed on the open/closed problems list.
g. Record all problems on the assessment report, even if they are fixed during the shift.
h. Report high-level problems to a lab supervisor.
i. Be sure students, faculty, staff and other lab techs are not eating in the computer labs.

XXII. Beginning of the semester
   a. Get retrained and a refresher on lab duties.
   b. Contact supervisor with correct contact information.
   c. Calibrate printers to be as close to the lab’s monitor colors as possible.

XXIII. Middle of the semester
   a. Calibrate printers to be as close to the lab’s monitor colors as possible.
   b. Assist supervisor with performing preventive maintenance on all student-usable printers/copiers.

XXIV. End of the semester
   a. Clear out the temp drives one day after the end of the semester for traditional classes.
   b. Assist supervisor with performing preventive maintenance on lab printers/copiers.

Lab Technicians are not responsible for:
   a. Helping students do their class-work and/or homework.
   b. Helping students make models, boards or Autocad drawings to scale.
   c. Showing/teaching students, faculty and/or staff how to use a software package not pertinent to the scope of responsibilities listed above.
   d. Loading software on personal laptops.
   e. Fixing problems on personal laptops.
   f. Fixing problems on non-university owned computers.
   g. Fixing problems on university-owned faculty computers (please ask lab supervisor).
   h. Providing change to students (please see Business Office).
   i. Providing printing reimbursements.
   j. Troubleshooting faculty and/or staff logon accounts.
   k. Troubleshooting account problems on IQ Web.
   l. Talking to, and helping people with their personal problems.
   m. Helping people with issues not pertinent to the scope of responsibilities listed above.
   n. Helping faculty proctor/watch their class when they are not in session.
   o. Watching over student’s belongings.