



# University of Wisconsin – River Falls

## Information Technology Services (ITS)

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**Job Title:** Computer Lab Technician

**Level:** Entry

**Revision Date:** 4/9/2008

**Job Reports To:** Computer Lab Manager

### **Job Summary / Position Purpose**

This position assists the IT Services (ITS) Computer Lab Management staff in maintaining the campus computer labs and Technology Enhanced Classrooms (TECs).

### **Minimum Position Requirements**

Verified registration as a degree-seeking student at UW–River Falls, remain in good academic standing

Interpersonal skills are necessary

Able to work a flexible schedule during the week (around class schedule) and rotating weekends

A background in basic computing is beneficial, but not a necessity

Motivated individuals who are eager to learn

Ability to complete tasks, follow instructions and work carefully & accurately

### **Work Environment**

This position works out of the IT Services office complex located in 133 Davee Library. The student in this position will also be required to work in various departmental computer labs in almost all buildings on campus.

A workstation will be available in 133 Davee Library for the student employee's use during work hours, though it might be shared by other student employees at other times. Students are required to check their UWRF email account while at work.



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### **Essential Tasks, Duties & Responsibilities**

#### **Computer Lab Maintenance & Support – 35 %**

CLM Technicians will be required to fix lab computers in all computer labs as needed. This includes replacing hard drives, motherboards, network cards and other components as needed on both Windows and Macintosh platforms. Installation of computers, printers, scanners, and software as needed. Technicians will be required to contact vendors for warranty repairs and to coordinate shipping items as needed.

#### **TEC Maintenance & Support – 30 %**

CLM Technicians support the Technology Enhanced Classrooms. This includes trouble-shooting audio/visual problems, installing new equipment, and replacing failed equipment.

#### **Documentation - 25 %**

Update documentation as needed carefully and accurately. Technicians are responsible for updating the computer inventory database, internal documentation, & other documents as requested.

#### **Projects – 5%**

Projects are assigned based on skills needed, experience and availability of staff. Technicians who are assigned to a project are required to provide regular updates to the supervisor

#### **Other Duties as Assigned – 5%**

This may include but not limited to: Helping other IT teams with projects & moving computer equipment.



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### **Job Specifications** **Major Skills and Competencies**

#### **Knowledge**

Working knowledge of Windows XP, Windows Vista  
Working knowledge of Mac OS  
ITS Tools: Pinger Plus, Computer imaging, shared calendar system

#### **Skills**

Hardware installation and troubleshooting  
Inventory Management; record-keeping  
Detailed documentation and instructional writing  
Software installation, configuration, upgrades, and troubleshooting

#### **Abilities**

Learn new skills  
Prioritize tasks  
Listen attentively to others,  
Ask appropriate questions to gather information  
Speak in a clear and understandable manner

#### **Other Characteristics**

Positive, friendly, professional attitude.  
Motivated to complete essential tasks without being reminded.

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*



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### **Additional Position Information**

#### **Hours of Work**

The individual in this position is required to work 15-20 hours per week during the academic terms. Additional hours, up to 40 hours per week, are generally available during school breaks and vacations. Work hours must be between 7:00 am - 5:00 pm weekdays. Early morning, late evening and/or weekend hours may occasionally be necessary depending upon tasks to be done.

It is understood, by IT Services, that individuals may want to work evening hours, as opposed to hours during the IT Services business day. IT Services may work with the student to establish a schedule and supervision means for students who wish to work some of their hours after business hours.

**This position is a 12 month position and requires a summer commitment of 32-40 hours per week. ITS will support a student who wishes to take one or more Summer classes and will work with the student to accommodate fewer work hours while attending classes.**

#### **Probation and Compensation**

The probationary period for this position requires that the person demonstrate that they will be able to perform the duties of the position. The applicant and the supervisor will work to determine an appropriate timeframe for the applicant to demonstrate those abilities.

For example: The applicant and supervisor may agree that within three months a certain project will be at a determine completion. Or, the applicant may be sent to training courses and asked to demonstrate knowledge assimilated after the fact.

The probationary period is designed to allow the applicant to learn and expand their knowledge to cover the duties of the position. It is a period in which the supervisor can observe and determine if the employee will be able to handle the job. At the end of the probationary period the employee may either be advanced to "normal" status, have the probationary period extended with additional training and requirements on the applicant, or they may be let go from the position (perhaps for a lower classification).

#### **Performance Reviews**

Performance reviews are conducted annually with the supervisor and at the request of the employee. Wage adjustments are then made based on merit, performance, and skills acquired.



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### **Bonus Pay**

This position is eligible for bonus pay, ranging from \$50 to \$300 for successful completion of special projects or work. Bonus pay is at the discretion of the supervisor and is awarded for performance above and beyond the normal work expectations and requirements. It is typically awarded at the end of a project rather than on an academic term basis.

### **Promotion**

This position offers the opportunity for promotion from the entry level to the intermediate level. As with most positions, there is a lot of growth within this classification. This position allows for promotion to a higher level (Intermediate) after the person has demonstrated that they can successfully, accurately and easily complete the tasks of the level. The intermediate level of this position expands upon the duties and responsibilities of this classification.

It is important to note that the extra duties and responsibilities of the next level (Intermediate) will only be conveyed upon individuals that express potential in their current level. It is not likely that an individual who does not successfully exhibit growth within their current level can do so in a higher level.

Promotion to a higher level is dependent upon performance reviews, availability of the position and budget constraints. There is no "automatic" promotion to another level. Some criteria used in the performance review may include:

- Very good to excellent performance review
- High proficiency in performing current job duties and responsibilities
- Reliable work attendance
- Demonstrated adherence to good, accurate documentation as necessary
- Interest and willingness in taking on additional duties and responsibilities

### **Application for Employment**

To apply for a Computer Lab Technician position, please visit the website <http://www.uwrf.edu/itsjobs> to fill out the on-line application and then follow the instructions to submit a letter of interest and resume. The website defines all application processes and deadlines.

### **Equal Opportunity Employer - Information Technology Services**

Information Technology Services (ITS) is an Equal Opportunity Employer and seeks to reflect the diversity of the University community. ITS welcomes students of every academic discipline. To qualify for ITS employment, you must be a currently registered student in good academic standing at UW-River Falls. Financial Assistance is not a requirement for ITS employment.