

Job Title: COMPUTER LAB TECHNICIAN

Department /Office: Department of Education

Reports to Whom (title): Director, Department of Education

Salary /Hourly Range: 10

Job Classification Code: 5191

Level of Background Check: 1B

FLSA Status: Non- Exempt; Full-time, Part-time, Temporary

Driving Required: Yes

JOB DESCRIPTION:

The work requires maximum effort to provide customer service to members of the community and develop or improve upon services and resolve customer situations. The work consists of varied duties that involve various related steps, processes or methods, which require highly specialized technical skills. Decisions regarding what needs to be done require the employee to recognize the existence of different alternatives for complex matters and conduct analysis of the problem to determine the most appropriate approach.

SCOPE:

This position is responsible for driving the Hopi Public Kuwan-omp' tap Sikisve or "Computer Lab Mobile" to deliver mobile computer lab services to patrons.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Manages and supervises computer lab operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff.
2. Provides professional advice on computer lab issues to colleagues and makes presentations.
3. Drives and maintains in good operable order the mobile computer lab; conducts pre- and post travel inspections; maintains log of mileage, gas etc.; performs basic vehicle maintenance and repair; reports major problems to supervisor for corrective action.
4. Provides informational services and assists the public in the use of the computer lab mobile; promotes computer lab activities through various forms of media; schedules and conducts activities and other special computer lab activities.
5. Understands the role of the library computer lab within the community and the importance of the library/lab for assisting people in improving their quality of life consistent with the goals and vision of the library.
6. Promotes the lab and library as a facility that can meet the informational, educational, and cultural and research needs of the community through appropriate news media and other public information channels.
7. Reads product reviews and oversees the selection and general maintenance of the computer lab computers and other items contained in the computer lab.
8. Prepares a variety of studies, reports and related information for decision-making purposes associated with the computer lab and as assigned.
9. Assesses the computer skills of people using the computer lab in order to most effectively meet their needs.
10. Schedules and prepares instructional materials for the public computer lab classes.
11. Assists patrons with reference questions and other computer applications.
12. Assists Library Assistant, and Navajo County Librarian, and the Department of Education Director in preparing and administering budget for all areas within the computer lab.
13. Orders all new and replacement computer lab equipment, with the assistance from the Management Information Systems Department as needed.
14. Prepares a variety of reports and maintains necessary operating records.
15. Serves as a member of various committees as assigned.
16. Interacts with other tribal departments and hardware/software vendors on technical aspects of the lab as needed for support, maintenance, and resolution of hardware and software issues.
17. Performs a variety of miscellaneous duties such as maintaining answering phones, running errands, and picking up supplies as needed for use with lab operation.

SUPERVISION RECEIVED:

The incumbent is under general supervision and line authority of the Department of Education Director.

PERSONAL CONTACTS:

Contacts are with community members and employees within/outside the immediate mobile work area, office/program and administrators.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is sedentary and performed driving the Hopi Public Kuwan-omp' tap Sikisve or "Computer Lab Mobile" requiring normal safety precautions typical of road safety to include working around office equipment/machines. Some lifting in excess of 25 lbs. may be necessary. Travel on and off the reservation may be required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

A. Education : Associate's Degree in Computer Technology or closely related field;

AND

B. Experience: Four (4) years work experience in personal computer maintenance and troubleshooting;

OR

C. Any equivalent combination of Education, Training and Experience, Which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills, and Abilities:

A. Knowledge:

- Knowledge of the principles and practices of modern computer programs; working knowledge of equipment and facilities required to operate a computer lab; working knowledge of the principles and practices of office management work organizations
- Knowledge of the operation of personal computers and other associated hardware, i.e., laptop, mouse, modems, etc
- Knowledge of Local Area Networks
- Knowledge of Microsoft Windows 2003 and 2007 operating system, MS Word, MS Excel, MS Power point, and Microsoft NT 4.0
- Knowledge of office packaged systems and components
- Knowledge of computer peripherals (i.e., monitors, printer, modems, network interface cards, etc.)

B. Skills:

- Skill in verbal and written communication adequate to communicate technical matters and to develop instructional manuals
- Skill in troubleshooting (analyzing technical problems & developing corrective action plans)
- Skill in operating listed tools and equipment
- Skill in public relations and presentations


C. Abilities:

- Ability to plan implement and accomplish work in accordance with established objectives, priorities and timelines
- Ability to analyze and utilize a variety of reports and records
- Ability to communicate effectively, verbally and in writing
- Ability to establish and maintain effective working relationships with patrons, tribal employees, supervisors, other agencies and the general public
- Ability to provide logical & simple instructions for computer users
- Ability to analyze and assess system configuration and install network
- Ability to establish and maintain positive working relationships with others
- Ability to work with minimal supervision

NECESSARY SPECIAL REQUIREMENTS:

1. Must complete and pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Must possess valid Arizona driver's license and complete and pass the Hopi Tribe's Defensive Driving Course.
3. Some evening and/or weekend hours may be required.

REVIEWED BY:  3/8/12
 Hiring Authority Date

APPROVED BY:  3/8/12
 Human Resources Director Date PD Certified