



Computer Lab Assistant Job Description

Pay Grid: F1
Status / FLSA Status: Temporary Part Time / Nonexempt
Classification: Academic Support
Department: Computer Networking and Cybersecurity
Reports to: Dean, Workforce Development
Work Location: Main Campus, Oglesby, IL
Hours of Work: May vary; will be set in cooperation with the Dean of Workforce Development

POSITION SUMMARY: Assist Networking and Cybersecurity students in the Computer Lab.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Computer Lab offers students specific technical support, at a professional business level, for each of their technology courses.

Computer Lab Assistants will utilize the following IT areas/exercises to support students:

- LANs / WANs Setup
- Security Management
- Computer / Server Builds
- System Security Standards
- Business Enterprise Security
- Intro to private / secure networks
- Network Infrastructure Setup
- Troubleshooting Network connectivity issues
- Troubleshooting Security Features
- Optimize Network / Secure Access
- Configuring servers / switches / routers
- Remote access / management of routers through secured access
- Configuring wireless secured access

Computer Lab Assistants will:

- A. Listen to incoming students and Modular infrastructures will be developed and provided for each student to create a secure environment to study and apply specific course topics.
- B. Use a variety of tutoring IT module strategies to improve student understanding and create opportunities for student success.
- C. Model and promote professional networking and Cybersecurity.
- D. Document visits by ensuring students have correctly signed in for and out of their tutoring sessions.
- E. Work collaboratively with students and faculty.
- F. Oversee the Computer Lab and any student workers in the absence of the Program Coordinator.
- G. Continually strive to achieve the College Mission, Vision, and Purpose, and model the College's Core Values.

OTHER DUTIES AND RESPONSIBILITIES:

- ❖ Maintain an effective learning environment in the Computer Lab.
- ❖ Act with professionalism toward other lab assistants, students, staff, and faculty.
- ❖ Recruit students by visiting classes and discussing Computer Lab services.
- ❖ Collaborate with coordinators on creation or revision of tutoring resources.
- ❖ Provide feedback to students via email.
- ❖ Assist with other duties as assigned.

SUPERVISORY RESPONSIBILITIES: There are no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Associate's Degree in related field - OR - High School Diploma or equivalent with completion of at least 3 to 4 Networking Courses at IVCC or other institution, required.
2. Working knowledge of networking systems and cybersecurity module creation, required
3. Strong interpersonal skills: ability to work cooperatively with faculty, staff, and students required.
4. Proficiency in Networking and Cybersecurity programming required.
5. Proficiency with Bright Space, preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical demands for this position include some light lifting and the ability to stand, sit, walk, reach, stoop, bend, push, pull, kneel, climb, use hands and fingers, and talk / hear for extended periods of time.

The work environment for this position includes a typical office environment with no extremes in temperature, noise, and limited physical risk.

The position is "at will", which means that either party may terminate the employment relationship with or without cause, for any reason or no reason at all, immediately upon notification given to the other party.