



Position: Computer Lab Assistant

Department: Information Technology

Employment type: Part-time, 20 hours or less

Overview: As a member of the PVCC Community, the Computer Lab Assistant enforces the lab area procedures and use of the equipment, software, hardware and peripherals. The assistant helps students navigate the computer systems by troubleshooting and diagnosing basic problems with computer equipment. The Computer Lab assistant has successfully completed courses within the IT-related program(s) and with an instructor's approval, can tutor students.

Work Schedule:

Job Duties and Required Competencies:

Career & Self-Development

- **Skills:** Proactive approach to personal and professional learning; awareness of strengths and areas for development.
- **Tasks:**
 - Discuss goals with instructor for your future career objectives throughout the work experience.
 - Articulate your strengths and weaknesses to pursue a career in field.
 - Seek out learning opportunities and complete research as needed.

Communication

- **Skills:** Strong written and verbal communication skills; ability to provide clear and effective instructions.
- **Tasks:**
 - Identify and communicate potential issues prior to student utilizing facility or materials.

- Communicate with instructor and students to address needs and meet expectations.
- Communicate with instructor after each class/lab learning outcomes and challenges with students as necessary.
- Assist students with understanding computers, software and peripherals as needed.
- Meet weekly with instructor to understand upcoming learning objectives and proposed assignments to prepare in advance of class/lab.

Critical Thinking

- **Skills:** Ability to analyze and interpret information to make decisions and resolve issues.
- **Tasks:**
 - Work with students with varied technological experiences to support understanding.
 - Assist multiple students in the lab adhering to the institution's policies.
 - Meet with instructors to understand which projects will be instituted in class and will require time and materials in the lab in advance of sessions.

Equity & Inclusion

- **Skills:** Inclusive and equitable engagement with diverse populations; advocacy for inclusion and equity.
- **Tasks:**
 - Work equitably with everyone. Be open to differing opinions and cultural norms from your own.

Leadership

- **Skills:** Creating an environment of working together as team.
- **Tasks:**
 - Maintain a professional attitude at all times when interacting with students.
 - Identify different learning styles that might be beneficial to a student and recognize how to apply various learning methods.

Professionalism

- **Skills:** Effective work habits; acting in the interest of the larger community and workplace.

- **Tasks:**
 - Demonstrate appropriate business conduct at all times.
 - Complete projects assigned by the instructor in a timely manner.
 - Uphold PVCC College policies and procedures.
 - Arrive to the lab in advance and stay after class, to prepare the lab prior to class and clean up afterwards.

Teamwork

- **Skills:** Collaborative work within a team; building and maintaining positive working relationships.
- **Tasks:**
 - Interact with students to share knowledge and resources to support learning.
 - Maintain order in the lab at all times.

Technology

- **Skills:** Assist and support learning of tech skills and techniques of product.
- **Tasks:**
 - Share working knowledge of the software program(s) available for completing assignments.

Additional Responsibilities:

- Perform additional tasks as assigned by the instructor or IT department.

Required Qualifications:

- Completed courses within IT-related programs.
- Proficiency in troubleshooting and diagnosing basic problems with computer equipment.
- Instructor's approval to tutor students if applicable.

Additional Considerations:

- Prior experience in a similar role or with relevant technology is beneficial.
- Ability to work well with diverse student populations and adapt to varying learning styles.

By fulfilling these responsibilities, you will gain valuable experience in IT support and tutoring, develop strong problem-solving and communication skills, and contribute to a productive and supportive learning environment for PVCC students.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu