Job Description

Job Identification

Job Title: Lab Assistant/Tutor
Job Category: Support Staff
FLSA: Non-exempt
Salary Schedule: Schedule E
Reports to: Dean of Student of Development

Job Summary:
Lab Assistant/Tutor works in lab with computers assisting students, faculty, staff and administrators. They encourage and motivate all students to prepare for success in college courses. Lab Assistant/Tutor should hold training in course tutored and seek further training.

Job Duties

The list of job duties below is an overview and does not include all responsibilities of the job.

1. Provide students, faculty and staff with support, and customer service.
2. Be present, visible and available to students, faculty and staff requiring use of lab and technical assistance.
3. Maintain files of reports, correspondence and other materials according to established manuals, books of procedure, bulletins and equipment inventories. Search files and provides requested information.
4. Be acquainted with available help resources, online and individual mathematics help for Mathematic 098 through Mathematics 112 for scheduled tutorial, current help with up to date software and hardware applications us in the computer lab.
5. Maintain and supervise work study students work schedule, train students to help others students and special need students with resources in lab and work records.
6. Create and environment for academic and testing success using computers.
7. Prepare lab for scheduled faculty requested time in lab including insuring availability, printing and notices.
8. Maintain appropriate work hours
9. Participate in college functions.
10. Maintain confidentiality.
11. Assume other job related duties and responsibilities as assigned.

**Professional Development**

1. Develop with appropriate supervision, a professional development plan for potential advancement.
2. Annually review and revise plan as necessary.

**Job Specifications**

To perform this job successfully, Computer Lab Assistants/Tutor should demonstrate the following competencies:

1. Knowledge of academic and technical technology support software and hardware application.
2. Knowledge to identify and resolve academic and technical issues in a timely manner. Gather and analyze information to either resolve the issue or request help.
3. Demonstrate the ability to logically solve testing, basic technical and academic issues. Show knowledgeable in current operating system and software applications, as well use Google Apps, testing, Canvas, JGRASP, Microsoft Work and class assignment.
4. Knowledge of college policies and procedures and be the face of SUSCC helping support the many students, faculty and staff with academic and technical support. Respond promptly in a friendly and with helpful manner following SUSCC handbook.
5. Effectively and courteously help student, faculty, staff and administrators with technical and academic issues, answer basic questions to software issues, and assist with testing.
6. Skilled in the use Microsoft Office application to include, Word, Excel, and PowerPoint.
7. Ability to explain technical and academic issues clearly, concisely, effectively and courteously that helps students, faculty, staff and administrators with lab and tutorial use.
8. Writing skills to add, multiply, divide using decimals.
9. Listening skills to comprehend instructions.
10. Ability to establish priorities and work without close supervision.
11. Ability and willingness to maintain confidentiality.
12. Be the face of SUSCC help support; put the students’ needs first and personal projects and assignments Priorities.
Credentials and Experience

Minimal Eligibility Requirements for Employment:

1. High school diploma (or equivalent with at least two years of postsecondary education) is required; associate’s degree preferred.
2. Advancement Requirements: Bachelor of Science Degree

Statement of Understanding
I have been given an opportunity to read and I understand the essential duties, responsibilities, and requirements of this position. A copy of the job description will be provided to me upon request.

____________________________________  Date____________________________
Signature

______________________________________
Print