

HAMILTON COLLEGE POSITION DESCRIPTION

Position Title: *Lab Consultant*
Department: Information Technology Services
Supervisor: Instructional Technology Support Services Team
Date: Spring 2008

1. **POSITION SUMMARY:** ITS Lab Consultants serve as the tier one support for hardware and software use with members of the Hamilton Community. They are responsible for instructing others in the use of technology resources and serve the function of providing excellent customer service to Hamilton College Computing Labs and their users. Lab Consultants must exhibit knowledge of Macintosh OS X, Windows XP and their applications combined with a sincere desire to assist others in the use of these facilities.

Lab Consultants must monitor, and provide support in, the public computer labs, including the Multimedia Presentation Center. They are also responsible for keeping the public labs clean and presentable, insuring welcoming work environment.

2. **RESPONSIBILITIES:**

- Providing hardware and software support services to the Hamilton Community, including consultation, instruction and installation.
- Use various utilities to recover corrupted projects and files.
- Noting and reporting any malfunctions or deficiencies of the equipment in the labs.
- Organization and maintenance of tools or supplies used in the labs, i.e.: paper, toner, etc.
- Overall care and operation of lab facilities to maintain a neat and attractive environment, which includes cleaning and maintaining equipment.
- Assisting with the creation and delivery of multimedia projects which include, but are not limited to, large format posters, digital video capture and editing, and scanning.
- Recording interactions and entering data into our data tracking and reporting system.

3. **JOB REQUIREMENTS:**

- a) Outstanding customer service skills.
- b) Excellent work ethic.
- c) Working knowledge of current Windows and Macintosh Operating systems and software.
- d) Good problem solving skills.
- e) The ability to learn quickly.
- f) The ability to work independently.
- g) Timeliness and attention to detail.
- h) Ability to attend required training sessions.
- i) Experience with the creation, delivery and/or troubleshooting of multimedia projects is a plus.
- j) On the job development of a specialized technology skill set (graphics, video, web, programming, statistics packages, etc)