

HAMILTON COLLEGE POSITION DESCRIPTION

Position Title: *Student: Lab Inspector*
Department: Information Technology Services
Supervisor: Help Desk & Training Team
Date: July 2006

1. **POSITION SUMMARY:** Test and report on the condition of the computer equipment in public computing facilities on campus in order to insure that the equipment is functioning and that the labs are neat and well stocked. The lab inspector must be committed to providing lab patrons with a reliably clean and functional facility that reflects our overall commitment to customer service.

2. **RESPONSIBILITIES:**
 - Execute a checklist of tests on each piece of equipment in the computing labs to determine whether it is fully functioning. This includes, but is not limited to; opening standard software, confirming the computer can communicate with the Internet and can print, etc.
 - Report on the condition of each piece of equipment in a timely manner according to prescribed procedures
 - Determine if all equipment is present and accounted for in each lab and immediately report any missing items
 - Tend to the general tidiness of each lab (pick up paper, straighten chairs, etc.) and report on any major problems (spills, broken chairs or desks, etc.)
 - Note the location of all equipment that is not available to be checked during a shift so that it can be re-visited in a subsequent shift
 - Post signs, as directed, to alert lab patrons of problems
 - Communicate and/or meet with the Help Desk staff on a regular basis
 - Treat lab patrons courteously
 - Make suggestions for improvements, when appropriate

2. **JOB REQUIREMENTS –**
 - a) Ability to follow and execute repetitive procedures with precision and reliability
 - b) Ability to record and communicate results via computerized systems
 - c) Good working knowledge of the printers and computer systems (Macintosh and Windows) used in the labs
 - d) Ability to move chairs, load paper in printers and tidy up around the equipment
 - e) Ability to work independently and reliably, with minimal direct supervision
 - f) Ability to visit each lab on campus and visually assess the condition of the equipment and the lab environment

To apply for this position, please e-mail a letter of application and resumé to Debby Quayle, dquayle@hamilton.edu