

# Computer Technician Job Description



The Computer Technician (CT) is a member of Residence Life and Housing Student Operations Services Staff (SOS Staff). The role of the Computer Technician is to oversee the operation of a residence hall computer “laboratory.” Below is a summary of the responsibilities and terms of the position. These are specified in more detail in the *SOS Staff Operations Manual*, which is available to all Computer Technicians.

## I. Expectations/Responsibilities

- A. Read and follow provisions of the SOS Staff Operations Manual.
- B. Have the Computer Lab unlocked on time and return the key to the desk after each shift.
- C. Oversee general operations of the computer lab.
  - 1. Utilize Sub It Up to clock in and clock out at the beginning and end of each shift.
  - 2. Notify SOS Supervisor of all problems and schedule changes via email.
  - 3. Make sure all computers are working and report any malfunctions to the Campus Technology Services (CTS) Help Desk and your supervisor.
  - 4. Maintain a clean and noise free environment.
  - 5. Provide basic technical support to lab users.
  - 6. Know Campus Technology Services (CTS) rules and procedures.
- D. If you cannot make a shift, you must notify your supervisor immediately.
- E. Do not allow eating, drinking, or disruptive behavior in the lab at any time.
- F. Attend any scheduled SOS staff meetings when requested.
- G. Other duties as assigned.

## II. Compensation

- A. Computer Lab Technicians are compensated at a rate of minimum wage plus .20 cents per hour.
- B. The College’s Temporary Service Employment Guidelines govern numbers of hours worked during any pay period.

## III. Terms of Employment

- A. The academic year constitutes the term of employment.
- B. Computer Technicians are required to attend and participate in all training periods (typically, pre-service training in August/September and in January/February, and in-service training sessions scheduled as needed).
- C. Computer Technicians report directly to the SOS Supervisor.
- D. Computer Technicians must live in a SUNY Oswego residence hall for the full term of employment.

## **Terms of Employment, continued**

- E. Computer Technicians are required to attend and participate in all training periods (typically, pre-service training in August/September and in January/February, and in-service training sessions scheduled as needed).
- F. It is the responsibility of the Computer Technician to check their final grades online at the end of each semester. If their semester or cumulative GPA falls below 2.00, it is their responsibility to contact the Department of Residence Life and Housing within one week of the date on which grades were posted by the College Registrar.\*
- G. Computer Technicians will receive a performance evaluation each semester.
- H. Failure to meet the responsibilities of the position, gross misconduct and/or any violation of College policy may be grounds for personnel action (i.e. warning, employment probation, or termination).

## **IV. Qualifications**

- A. Eligibility to apply: To be considered for employment, candidates must possess a cumulative Grade Point Average of 2.0 or higher and a semester Grade Point Average of 2.0 or higher for the regular semester immediately preceding employment.\*
- B. Desk Attendants must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.\*
- C. Desk may not begin employment while on Disciplinary Probation. Conduct records will be checked for all applicants.
- D. Desk Attendants must live on campus for entire term of employment.
- E. Desk Attendants must be able to fulfill the term of employment, including training in August and January.

**\*PLEASE NOTE: Summer and winter session grades are not included when calculating whether or not an applicant or staff member meets the grade requirements for the position.**

**Applications will be available online at:**  
[www.oswego.edu/residence-life-and-housing/employment](http://www.oswego.edu/residence-life-and-housing/employment)