

York University

Work-Study/LEAP Student Job Posting Form

Job Title: Computer Lab Support Assistant

Type: Work-Study ☒ LEAP ☐

To Be Completed by HR Only

Job Code: 956465

Classification: Technical

Level: 3

The Work-Study Student program provides on-campus job opportunities for eligible York University undergraduate students.

Work-Study Student employees are provided opportunities to contribute to support roles while developing valuable, relevant skills and work experience for the workplace. These roles offer a learning and development opportunity for Work Study Student employees to receive experiential on-the-job training, guidance and mentorship.

Under the guidance of permanent staff members, Work-Study Student employees will provide support to their relevant department/faculty in clerical, administrative and technical capacities.

As part of your Work-Study/LEAP experience, you will participate in Becoming YU, a program designed to support students in:

- creating meaningful goals and objectives;
- recognizing the value of their personal, academic and professional experiences;
- identifying their competencies and skills; and
- articulating their skills and experiences with confidence.

Becoming YU includes regular meetings with your student employment supervisor/coach for reflecting on your progress and getting valuable feedback.

Job Purpose:

Provide an overview of the job responsibilities.

Reporting to the Director, Computing, the Computer Lab Support Assistant is responsible for monitoring computer lab spaces in accordance with faculty policies. The role will provide technical computing support, maintain lab equipment/inventory, and troubleshoot software and hardware issues.

Job Duties:

Briefly describe the main duties and responsibilities.

Under the direction of the Director, Computing, the Computer Lab Support Assistant may be responsible for some of all the following duties:

1. Monitor the computer lab according to standard operating procedures and ensure users adhere to established policies.
2. Open and close the lab and confirm that each workstation is operational.
3. Maintain hardware or software configurations of the laboratory and A/V equipment and report issues.
4. Respond to daily automated message regarding computing functions and provide first level troubleshooting.
5. Provide technical support to users in the lab or via email ensuring they can do their course work.
6. Resolve computing-related issues including troubleshooting software and hardware, within a centralized network environment.
7. Document unresolved technical issues and escalate to the appropriate technical support staff.

8. Prepare lab for scheduled testing, check error message emails and act on reported problems.
9. Monitor all designated printers, fill paper, replace toner, record used paper reams, troubleshoot, and report problems.
10. Deploy, track, and maintain lab and equipment inventory. Upon return of loaned items, ensure that equipment is operational and complete. Report on the status of loaded equipment regularly.

Perform other related duties as required. Not to exceed 5%

Education:

Must be enrolled as a York student.

Currently enrolled as an undergraduate student. Preference will be given to 3rd and 4th year students enrolled in Computer Science/Engineering.

Experience:

Previous work experience may be considered.

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Skills:

Must select skills from approved Job Qualification & Related Skills document

- Proficient in computer programming languages, such as: SQL, C++, Python.
- Ability to troubleshoot computer hardware and software.
- Ability to learn and use a variety of computer applications.
- Ability to communicate with others to explain and share information.
- Ability to meet deadlines and organize time effectively.
- Knowledge of Linux and Linux system administration, shell scripting, MATLAB, Eclipse, Python, C, operating systems and computer networks.

Other:

Provide additional requirements such as specific employment checks or physical demands