

Title: Lab Technician (Assistant II)

Reports to: Assistant Director and TS Lab Coordinators

Pay Rate: \$16

General Summary: Provide customer service and software support for Technology Solutions customers, under the direction and supervision of the TS Assistant Director and Lab Coordinators.

Duties and Responsibilities:

- Fulfill tasks assigned by TS Student Group Director and TS Lab Coordinators
- Staff and provide front-line customer support at the TS Frontdesk
- Assist clients in the operation of TS equipment and use of supported software
- **Light laptop support at Frontdesk, e.g. installation of common software like MS. Office, Symantec Antivirus/Firewall, Adobe Reader, etc...**
- **In charge of checking out laptops to customers, including checkout, entering in Service Now job database, updating inventory, same process for checking back in, refreshing the laptop image and leave ready for next customer, plus responsible for checking Windows updates, updating Malwarebytes, and running a SCEP Scan.**
- Maintain a working knowledge of Technology Solutions Student Services, its resources and functions, policies and rules, and help disseminate this information among fellow Consultants.
- Assist with the cleaning and maintenance of lab equipment and facilities, including group study rooms, computer labs, classrooms and client/consultant workspaces
- Attend required staff meetings and training sessions

Experience required:

- Must be a currently registered UC Berkeley student.
- Mature, responsible, reliable, and able to follow detailed instructions
- Must have technical aptitude and excellent customer service attitude
- **Knowledge of PC computers and experience with Windows operating systems**

Knowledge, Skills and Abilities:

- Excellent verbal and written communication skills
- Solid organizational and time management skill
- Ability to work well with others
- Ability to expand own skills independently a plus
- Knowledge of Windows 7, 8, 10 operating system helpful
- Knowledge of multimedia applications such as Photoshop, Premiere and Dreamweaver, helpful
- Previous computer lab experience a plus
- Mac OS knowledge and experience a plus.