How to Apply

Either contact one of the COCC computer labs and ask a Lab Attendant how to get started or contact the Cap Center in the basement of the Library.

About the Job

Your Benefits

- job security with convenient on-campus shifts
- free printing
- people skills
- great way to learn about the ever-changing technology world
- good resume material
- possible pay raise contingent on contribution, participation, and skills
- conditional access to technology resources

What We Want in Our Individuals

- Help Lab users solve computer and software problems. Exhibit positive attitude, enthusiasm, and desire for helping people (coworkers, lab users, supervisor, etc.). Show positive attitude toward all users, including individuals one might consider “difficult.”
- All Lab Attendants work together and equitably share workload helping users, answering telephone, etc. Promptness and commitment to Lab business is key. Staff occupy front desk at all times, unless occupied observing the lab and classrooms, helping patrons or with other job tasks. Workforce nevertheless “keeps an eye” on the front desk, prepares to shift responsibilities as necessary.
- When homework overwhelms, discuss this with your supervisor. Observe Lab duties, share the workload, and avoid morale problems.
- Walk around. Ask users if they need help. Make your presence known. Wear your lab nametag and t-shirt. Make it obvious that proactive user-help takes precedence over reading, using the Internet, doing homework, visiting, etc. Visibility, availability, mobility (i.e., do not just sit there!). Keep conversation quiet! The Labs are not libraries but are not coffeehouses, either.
- Set a good example and do not have food and drinks at the attendant station! Ask users to place food or drinks on table outside of each lab, reminding them of food and drink restrictions at the computers.
- Check condition of computers. All staff checks status of computers/printers/paper tray/supplies in Labs & Classrooms at least once every hour and when classes dismiss. Check the classroom schedule(s). Check all monitors for login screen. Straighten chairs and equipment. Leave disks in lost and found. Pickup extraneous papers. In other words, make classrooms and labs look presentable and useable for the next group of users.
- Consistently work the same 8 to 12 hours per week -- available as early as 7:00 AM and as late as 10:00 PM. When you work less than ten hours per week, you receive less learning opportunity on Lab operations. We make exceptions to this guideline to accommodate special needs.
- Email lab issues when time off is needed (cc: supervisor), 24 hour notice minimum, preferably more. Allow sufficient time for substitutes to plan. Call in when you expect to be late for shift. Respond yes or no to email when asked to substitute (again, cc: supervisor).
• Promptly follow supervisor’s directions. Do tasks immediately unless discussed agreed-upon reasons for delay. The workload is fair for the pay, and many times staff is required to do nothing but be ready to respond immediately to tasks, unless otherwise indicated. Simply stated, “be ready, respond promptly.” Check Lab Issues hourly for job items and respond speedily.

• **Attend meetings and upgrade skills.** Inquire about procedures or problem solving methods when the answer is not clear.

**Know the Following Items**
- All Student Online Accounts
- Basics of All Microsoft Office Applications
- Scanner software: pictures/OCR
- Maintaining Printers
- Pay to Print system
- Troubleshooting computers/projectors

**Do Something to Learn More**

We expect staff to ask other personnel to handle unknowns. Ask another employee for help, **stand by, observe, ask questions, and learn from your peers** and other personnel. Suggest a workshop or one-on-one tutorial. Avoid “staying in the dark.”