Position Title:      **Computer Laboratory Technician**
Division:            Administration
Duty Station:        Monrovia, Liberia
Closing Date:        Open until filled
Salary & Benefits:  Commensurate with education, experience, and ability
Reports To:          Academic Dean
Apply to:            Send your CV, a cover letter, credentials, and 3 references to: jobs@avc.edu.lr

## THE UNIVERSITY

AVC University is an online and hybrid private graduate higher education institution established by a group of information technology, business, and higher education professionals. The institution offers master's degree programs in various information technology and security disciplines. AVCU employs media-age technology in creating hybrid academic programs that provides students with the opportunity to be linked to some of the best academic minds around the globe. The University is destined to become the preferred institution for innovative higher education in information security in Sub-Saharan Africa.

## THE POSITION

The Computer Lab Technician ensures the adequacy of IT infrastructure to enhance the University's maximum capabilities.  The successful candidate will be well-versed in computer systems and network functions. Under general supervision of the Academic Dean, the computer laboratory technician provides instructional technology support services and ensures that students, faculty, and staff have access to and assistance in the use of computer technology. He/she shall assume responsibility for the repair and maintenance of classrooms and laboratory computers; performs networking duties; installs and maintains servers; assists in the preparation of computer labs; assists faculty and students during class time, tutor students during open lab hours; and performs other related duties as assigned.

## KEY RESPONSIBILITIES

- Sets-up computer hardware, install software, and assists with instructional materials for faculty and student use in a laboratory environment.
- Cleans and updates computer hardware and software to keep in proper working condition.
- Assists faculty, staff, and students with the use of a variety of computers.
- Develops computer and internet use policies and procedures.
- Demonstrates and provides instructions to students in proper use of computer equipment.
- Tutors students in their understanding and use of online learning platform.
- Troubleshoots computer operations to determine malfunctions.
- Performs repairs to hardware, and update software.
- Installs and maintains servers and performs networking duties.
- Works with faculty to ensure a positive learning environment in computer lab.

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- Performs related duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**
- Knowledgeable of the operation and assembly of a variety of personal computer hardware, and installation of software applications.
- Knowledgeable of concepts associated with computer information technology.
- The ability to learn how to upload and update instructional materials into an LMS.
- Sufficient human relation skills to guide students and staff, and to convey technical concepts.
- The ability to maintain computer lab and equipment in a safe and organized manner.
- The ability to instruct students in the use of computer equipment and lab procedures.
- The ability to listen actively and effectively, identify and solve problems.
- Operate word processing, database management, and desktop publishing applications.
- Can effectively perform routine record keeping and report writing duties.
- Can communicate clearly and concisely, both orally and in writing.
- Has the ability to establish and maintain effective working relationships with others.

**EDUCATION / EXPERIENCE**
- Associate's degree (bachelor's degree preferred) in Computer Science or related fields.
- Three (3) years' experience in the operation, maintenance, and repair of personal computers and related equipment.