Information Technology (Hardware Support and Repair)

Technical Standards: The technical standards as stated here reflect performance abilities that are necessary for a student to successfully complete the requirements of the Informational Technology curriculum. It should be noted that under the Americans with Disabilities Act "A qualified person with a disability is one who can perform the essential function of a job with or without reasonable accommodation." Please read the standards carefully and seek clarification if necessary.

Essential Function	Standard	Examples
Communication	•Communicate effectively and professionally when interacting with peers, faculty, staff, and guests using the English language verbally and in written form. •Follow verbal and written instructions.	•Explain procedures, give directions, describe decisions, demonstrate listening skills, write reports, and follow directions. •Speak clearly and distinctly.
Physical Strength & Stamina	•Lift and move (without assistance) computer hardware typically found in an IT Help Desk and Support area and independently lift and move computer system units and peripheral devices. •Lift and move parts and supplies up to 35 pounds. •Stand and move about the laboratory for up to two hours. •Complete installation procedures requiring stooping, bending, and climbing.	•Lift and safely move a PC system unit, monitor, keyboard, and mouse. •Lift and move boxed parts and supplies weighing up to 35 pounds. •Stand and move about in the laboratory during practical exercises.
Mobility & Motor Skills	•Move freely, quickly, and safely in a close environment. •Work in coordination with other students. •Move materials between floor and standard height above head. •Safely manipulate small equipment, and equipment controls. •Safely handle electronic components. •Perform repetitive tasks required for installation of parts and accessories. •Use a hand-held multimeter.	•Move from workstation to workstation near other students and equipment. •Lift containers individually and in coordination with other students. •Lift parts and materials from floor, shelf or table and place on work surfaces. •Remove supplies from storage racks above head at standard height. •Operate tools, machinery and equipment safely and efficiently. •Safely use electrical and electronic equipment and supplies. •Efficiently use hand tool skills, such as screw driving and bolt tightening.
Sensory	•Hear voice instructions in a noisy environment. •Hear equipment alarms. •Read meters and gauges. •Read printed and written instructions and labels. •Wear antistatic wristbands when appropriate	•Hear instructor's voice in a noisy lab environment. •Hear electronic equipment alarms. •Read volt- and amp-meter gauges. •Read installation instructions. •Type and search for instructions online using a computer. •Read web pages. •Wear antistatic wristbands when appropriate.
Interpersonal & Emotional	•Work cooperatively with other students and instructors. •Follow directions of instructors and fellow students. •Remain calm in a stressful environment. •Display characteristics of emotional stability. •Self-manage medical and emotional conditions.	•Participate in team projects with other students. •Provide assistance to fellow students and instructors when asked. •Maintain a cooperative spirit while working in a crowded environment. •Complete duties as assigned. •Maintain a positive attitude. •Manage one's medical and emotional conditions in order to permit self, others, and the program to meet educational goals.