

INSTRUCTIONAL COMPUTER LABORATORY SUPERVISOR

DEFINITION

Under the general direction of the assigned dean, plans, organizes, and directs the operations of multiple instructional computer laboratories on a college campus; trains, supervises, and evaluates the performance of assigned personnel; performs related duties as assigned.

TYPICAL DUTIES

Plans, organizes, and directs the operations of multiple college instructional computer laboratories. Works cooperatively with faculty to ensure that instructional computer laboratories support student learning objectives. Works with college IT Support Services to ensure compliance with district IT standards. Trains, supervises, and evaluates the performance of assigned personnel. Schedules assigned personnel including student assistants to support the instructional program. Ensures that instructional computer laboratories are staffed to support scheduled classes and open laboratory periods. Monitors assigned budget to ensure compliance with policies and procedures. Maintains inventory of equipment and software by funding source. Maintains inventory of expendable supplies and orders supplies needed for the operation of multiple instructional computer laboratories. Coordinates the purchase of new equipment and software. Works with college IT Support Services to ensure equipment meets district IT standards. Ensures the security of assigned assets. Maintains records of software license agreements and upgrades to ensure compliance with law and regulations. Schedules equipment and software upgrades to support the instructional program. Schedules maintenance of assigned equipment and orders replacement components as needed. Coordinates laboratory upgrades and renovations in consort with faculty and assigned dean. Assists faculty by working with students individually or in groups in the improvement of academic knowledge and technical skills. Coordinates the development of laboratory policies and procedures in consultation with faculty and assigned dean. Assists in the resolution of student issues and complaints. Operates computer systems and performs microcomputer troubleshooting. Restores system files and reconfigures system hardware and software. Installs hardware and software and maintains network accounts. Performs related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Four years of increasingly responsible experience, including one year in a lead or supervisory capacity, in computer/network systems.

EDUCATION

Bachelor's degree from an accredited institution in computer information science, management information systems, computer science or equivalent; **OR**, an Associate's degree in computer information science, management information systems, computer science or equivalent **PLUS** two additional years of qualifying experience.

KNOWLEDGE OF

Principles and practices of supervision, training, and evaluation; interpersonal skills using tact, patience and courtesy; budget preparation and control; college and district policies and procedures; computer system principles and programming; common microcomputer hardware, applications and operating systems; basics of network systems.

ABILITY TO (ESSENTIAL FUNCTIONS)

Perform the basic functions of the position; plan, organize, control and direct the operations of multiple instructional computer laboratories; work cooperatively and effectively with the public, students, faculty and staff; work independently with minimal direction; supervise, train and evaluate personnel; work cooperatively with college and district IT Support Services; maintain records and prepare clear and concise complex reports; work as a member of a team; communicate effectively both orally and in writing; meet schedules and time lines; sustain regular work attendance; analyze situations accurately and adopt an effective course of action; install, modify, maintain and evaluate microcomputer hardware and software; exercise initiative and good judgment.