



**INSTRUCTIONAL COMPUTER LABORATORY ADMINISTRATOR, SENIOR**

**SALARY GRADE:** [C1-60](#)

**DEFINITION:**

Under the direction of an assigned supervisor, oversee day-to-day maintenance and repair of assigned instructional computer labs and equipment and computer lab operations, including opening and closing procedures; troubleshoot, service, and maintain computers and peripheral and other electronic equipment; install and configure hardware and software in the lab environment, including servers.

**DISTINGUISHING CHARACTERISTICS:**

The Instructional Computer Laboratory Administrator, Senior also assures the reliable and efficient operations of the desktop server environment for the educational computer classroom and laboratory environment. The incumbent serves as a project lead and applies advanced skill and knowledge of complex virtualization technologies. Maintain knowledge of multiple systems in gathering, analyzing, synthesizing, planning, and designing unique and original solutions for virtual desktop and data center infrastructures. Oversee division activities relating to the virtual desktop infrastructure (VDI).

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Serve as project lead for assigned projects.
2. Install, configure, and maintain physical and virtual server systems and software for the division; monitor performance and upgrade as necessary; configure and debug server and network desktop devices to include TCP/IP, network printers, security management, and other applications; monitor server and disk utilization and well as performance and health of such systems using various tools; evaluate capacity planning requirements; and provide recommendations.
3. Plan and implement virtual desktop services, servers, and operating systems in a networked environment; write programs and scripts to accommodate the needs of the division; monitor infrastructure server performance and storage utilization; evaluate capacity planning requirements for a virtualized computer infrastructure and provide recommendations.
4. Implement and maintain internal cloud services including virtual applications, cloud storage services, and single sign-on facilities for system users.
5. Develop and maintain network server security plan.
6. Install of various devices, equipment, and software requiring scripting, modifications, debugging, and compliance of code; utilize related operating systems, utilities, and tools.
7. Serve as liaison to third party vendors.
8. Install and configure unmanaged switches and other network devices.
9. Diagnose and repair computer hardware and software problems including upgrading hardware as necessary.
10. Assure proper operations of computer systems, servers, and other electronic equipment; participate and assist in the researching, planning, and formulating solutions for various server and network functions.

11. Monitor system backups; maintain and schedule backup procedures.
12. Review and maintain reports and logs; utilize various programs to generate reports and evaluate system information; prepare and maintain a variety of records and reports related to assigned systems and activities.
13. Develop and implement web sites for the Division using college and District technology standards; collaborate with other staff members to design and address technical issues for/of web pages; document technical guidelines for web pages and applications; maintain awareness of web technologies.
14. Advise faculty and staff on new or upgraded instructional systems; communicate with faculty regarding future needs; evaluate, price and recommend equipment and software purchases for lab materials and supplies; align operations with division objectives.
15. Participate with faculty on development of methods, techniques, and evaluation criteria for projects, programs, and resources.; coordinate with staff and faculty on the continuous design and enhancement of the VDI infrastructure.
16. Assess user problems and recommend hardware and software solutions; assist with setting up processes and procedures for recommended hardware and software.
17. Establish and enforce lab rules and policies by monitoring lab utilization and communicating with other faculty and staff; prepare and maintain documentation and handouts on lab procedures and operating systems usage.
18. Schedule, deliver, install, and maintain audio-visual and other peripherals in classrooms; set-up classrooms as necessary; instruct others on equipment use; troubleshoot and perform preventative maintenance on equipment.
19. Create and maintain user accounts.
20. Operate various computers and peripheral equipment.
21. Train and provide work direction to assigned personnel.
22. Attend meetings as assigned; keep current on advances in the field.
23. Participate in a variety of division, staff and college meetings and workshops.
24. Communicate with outside organizations regarding software maintenance, materials, and product capabilities.
25. Perform related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Computer hardware systems, software applications, including Internet applications.
2. Applicable programming languages.
3. Microsoft desktop, server technologies (i.e. Server 2003 and 2008, Active Directory, DNS, DHCP, VPN, etc.) and database (MS SQL server, MySQL).
4. Principles, practices, and techniques of web-based computer system analysis, design, and applications programming; networks, routers, and switches.
5. Database design concepts and Internet database protocols, operating systems, and Internet protocols.
6. Methods and procedures of operating electronic computers and peripheral equipment.
7. Diagnostic techniques and procedures.
8. Aspects of field of specialty.
9. Oral and written communication skills.
10. Interpersonal skills using tact, patience and courtesy.

### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Perform complex tasks related to the operation and maintenance of assigned instructional physical and virtual computer laboratories and servers.
3. Design, implement, and deploy complex virtual environments for assigned instructional environment.
4. Oversee and maintain instructional computer labs and equipment.
5. Set up, configure and install computer hardware, software, file and server systems.
6. Diagnose and repair system malfunctions and maintain system operation.
7. Troubleshoot, service, maintain, and repair computer, peripheral, and other electronic equipment used in the laboratory.
8. Provide technical guidance and recommendations concerning existing computer programs and physical and virtual computer systems.
9. Provide technical assistance and support to computer system users.
10. Develop web pages using HTML and web authoring tools.
11. Write scripts and program and generate reports with web-connected databases.
12. Maintain current knowledge of technological advances in the field.
13. Communicate effectively both orally and in writing; establish and maintain cooperative and effective working relationships with others; interpret, apply and explain rules, regulations, policies and procedures.
14. Prepare and maintain records and files.
15. Analyze situations accurately and adopt an effective course of action.
16. Work independently with little direction.

### **Education and Experience**

Any combination equivalent to:

1. Bachelor's degree in computer science or related field.
2. Two (2) years experience in a computer lab environment including experience in computer/electronic repair, systems support, and physical and virtual environments.

#### **Preferred Qualifications:**

1. Experience with VMWare, Unidesk, Cisco systems.
2. Microsoft certification.

### **WORKING CONDITIONS:**

#### **Environment:**

1. Office an/or Instructional laboratory environment.
2. Constant interruptions.
3. May include travel and flexible work schedule to conduct work.

#### **Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard, testing equipment, and power tools.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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