



COMPUTER LAB OPERATIONS COORDINATOR

SALARY GRADE: [C1-52](#)

DEFINITION:

Under the direction of an assigned supervisor, oversee day-to-day maintenance and repair of assigned instructional computer labs and equipment; provide technical support to computer users.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

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

1. Perform complex tasks related to the operation and maintenance of assigned instructional computer laboratories.
2. Oversee the day-to-day operations of assigned instructional computer lab including performing opening and closing procedures; perform lab equipment and facility maintenance as necessary.
3. Diagnose and repair computer hardware and software problems including upgrading hardware as necessary.
4. Assess user problems and recommend hardware and software solutions; assist with setting up processes and procedures for recommended hardware and software.
5. Install, configure and test software configurations over multiple computer platforms.
6. 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.
7. Establish and enforce lab rules and policies by monitoring lab utilization and communicating with other faculty and staff.
8. Prepare and maintain documentation and handouts on lab procedures and operating systems usage.
9. Operate various computers and peripheral equipment.
10. Prepare and maintain various records and files related to assigned activities.
11. Train and provide work direction to assigned personnel.
12. Participate in a variety of division, staff and college meetings and workshops.
13. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Computer hardware systems, software applications.
2. Applicable programming languages.
3. Methods and procedures of operating electronic computers and peripheral equipment.
4. Diagnostic techniques and procedures.
5. Aspects of field of specialty.
6. Oral and written communication skills.

7. Interpersonal skills using tact, patience and courtesy.
8. Record-keeping techniques.

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 computer laboratories.
3. Oversee and maintain instructional computer labs and equipment.
4. Set up, configure and install computer hardware, software and file systems.
5. Diagnose and repair basic system malfunctions and maintain system operation.
6. Provide technical guidance and recommendations concerning existing computer programs and systems.
7. Maintain current knowledge of technological advances in the field.
8. Communicate effectively both orally and in writing.
9. Interpret, apply and explain rules, regulations, policies and procedures.
10. Analyze situations accurately and adopt an effective course of action.
11. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in computer science.
2. Two (2) years experience in a computer lab environment.

WORKING CONDITIONS:

Environment:

1. Laboratory environment.

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.
3. Seeing 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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