COORDINATOR, COMPUTER LABORATORY

DEFINITION

Under general supervision, plans, organizes, coordinates, schedules, and participates in the daily operations and support of assigned computer and/or instructional laboratory; troubleshoots and resolves hardware and software problems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating assigned computer and/or instructional laboratory programs, services, activities, and events. The duties involved include the implementation of goals and objectives and oversight of budget, performance, and reporting. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services.   Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

➢ Organizes, coordinates, schedules, and oversees computer and/or instructional laboratories, programs, services, activities, and events for a diverse student population by creating positive learning communities.

➢ Participates in the planning, development, and implementation of policies, procedures, and handbooks for assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.

➢ Oversees and conducts recruitments for and training of student workers; develops work schedules; reviews and approves timesheets; monitors hours worked and allocated budgets; provides work direction and confers with student workers to explain performance standards, policies, and procedures; prepares student workers for future internships and/or jobs.

➢ Uses and promotes the use of theory-based developmental learning strategies when assisting students with assignments.

➢ Assists and provides access and training to faculty, students, and staff in the use of a variety of software, services, equipment, materials, and supplies found in assigned instructional and/or computer laboratory.

➢ Coordinates, oversees, and participates in the refurbishment of donated computer systems; trains student workers on how to refurbish computers; receives applications for refurbished computers and selects recipients based on established guidelines, policies, and procedures.

➢ Evaluates, responds to, and resolves requests for technical support from faculty, students, and staff experiencing problems with hardware, software, networking, process automation, and other

computer related technologies; diagnoses and troubleshoots problems, researches, determines, and implements solutions, and/or refers highly complex problems to specialized or higher-level personnel.

➢ Delivers, installs, or assists in the installation of computers, software, and peripheral components addressing hardware and software problems; tests, clones, loads, and configures software on various computer platforms; may modify specific applications for use by department; deploys software, settings, scripts, and batch files to workstations.

➢ Advises faculty and staff on new and upgrades to instructional applications and systems; works with faculty to determine future application and system needs; assists with setting up process and procedures for evaluating and recommending application and system needs.

➢ Researches, evaluates, and recommends software, hardware, and related system purchases by contracting vendors, obtaining and evaluating pricing information and quotes, assisting faculty in researching, testing, and evaluating products, and coordinating vendor demonstrations; conducts post-implementation testing and evaluation.

➢ Assists in budget tracking and reconciliation processes by monitoring and tracking expenditures.

➢ Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information; creates surveys and reports.

➢ Prepares and delivers presentations to student organizations, faculty, staff, and classes regarding computer laboratory programs, services, activities, and events.

➢ Performs a variety of administrative office support duties such as maintaining websites; opening and securing offices; and ordering and maintaining office and center supplies.

➢ Attends and participates in meetings.

➢ Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.

➢ Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.

➢ Principles, practices, policies, and procedures related to planning, coordinating, and implementing computer laboratory programs, services, activities, and events.

➢ Principles and practices of computer laboratory coordination including implementation of the goals and objectives and oversight of budget, performance, and reporting.

➢ Computer hardware, software, systems/infrastructure, and related peripherals.

➢ Computer and programming languages.

➢ Theories, principles, practices, and methods for evaluating, configuring, installing, troubleshooting, and maintaining hardware, software, systems/infrastructure, and related peripherals.

➢ Principles and practices of data collection and report preparation.

➢ Record keeping principles and procedures.

➢ English usage, grammar, spelling, vocabulary, and punctuation.

➢ Modern office practices, methods, and computer equipment and software relevant to work performed.

➢ Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

➢ 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.
➢ Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
➢ Assist in the development of goals, objectives, policies, procedures, and work standards for assigned computer and/or instructional laboratory.
➢ Develop, implement, and coordinate assigned programs, services, and activities in an independent and cooperative manner, evaluate alternatives, make preliminary recommendations, and prepare reports.
➢ Coordinate and oversee budgetary and reporting activities.
➢ Understand different learning styles and potential learning and skills challenges facing community college students.
➢ Analyze, interpret, summarize, and present information and data in an effective manner.
➢ Evaluate and develop improvements in operations, procedures, policies, or methods.
➢ Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
➢ Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
➢ Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science or a related field and two (2) years of experience in a computer laboratory or related academic setting.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-52
FLSA: Non-Exempt
EEO Code: H-50
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