



OHIO
UNIVERSITY

Classification and Qualification Standards

Computer Lab Manager II

PROFESSIONAL ROLE

Career Series: Technical Support	Grade: G	Date Established: 9/11/2002	FLSA Category: Exempt
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JOB SUMMARY

Oversee the daily coordination and functioning of a computer lab. Maintains the working order of lab equipment and supplies, which may include troubleshooting both hardware and software and making appropriate recommendations regarding repair. Hires, trains, supervise and coordinates the employment of student lab assistants. Assesses the need for lab upgrades and makes purchase decisions of computer hardware and software.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Maintain records of services and lab usage for assessment and planning.
2. Develops policies and procedures to ensure efficient lab operations and quality service.
3. Makes decisions regarding technical and physical changes to the lab.
4. Hire and provide ongoing training and supervision to student lab assistants regarding computer software, hardware, and lab procedures.
5. Coordinates work schedules among student employees to cover all open hours and may work as a lab assistant if no student employee is able to work at a regularly scheduled open lab time.
6. Promote the services available in the computer lab being supervised to clientele.
7. Maintain supplies for lab equipment (e.g., paper, printer toner) and maintain working order of lab equipment.
8. Assists student and faculty/staff users regarding the use of supported software applications and hardware.
9. Assist departmental staff regarding office computer use/problems.
10. Coordinate and/or perform software installations, diagnostics, and repairs.
11. Keeps current regarding current computer technology in order to make informed decisions regarding improvements in computer lab resources.
12. May include entering and maintaining instructional lab reservations for academic classes/training.
13. Writes technical documentation for software and hardware use (how to upload files to the internet, etc.).

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

This position requires extensive management skills and computer experience. Must have knowledge of computer software and hardware commonly used in the computer lab including operating systems and troubleshooting/hardware maintenance software. As the needs of the student population vary and are constantly changing, analytical and creative abilities are essential for this position. Ability to train and supervise student employees. The ability to communicate clearly both verbally and in writing are needed. Should be capable of setting priorities and moving several tasks forward simultaneously.

Minimum education & experience required (including training, registration & licensure)

Experience in computer use in an educational setting, preferably 4 years experience managing multiple computer labs and/or multiple locations involving computer facility management and troubleshooting. Experience with both Macintosh and Windows is desirable. Experience with popular office and multimedia applications. Needs to have experience in assessment and planning processes. Should have experience working with students in a higher education setting. Should have experience in supervision or coordinating the work of others. Bachelor's Degree is required so as to relate to the needs of both the graduate and undergraduate clientele.

-Or equivalent of the education and experience listed above

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity