GLENDALE COMMUNITY COLLEGE DISTRICT   **CLASS DESCRIPTION**

COMPUTER LABORATORY SUPERVISOR

DEFINITION

Supervises and participates in the operation and maintenance of hardware, software, networks, supplies and inventory in the Academic Computing Laboratories.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided for laboratory technicians, instructional assistants and student workers.

EXAMPLES OF DUTIES

Trains and supervises Academic Computing Laboratories staff and student workers.

Organizes and coordinates group projects with staff.

Monitors security of systems and accounts.

Plans, supervises and performs equipment repairs and maintenance procedures on hardware and software.

Troubleshoots network problems.

Assists Director with long range planning related to budget, equipment service contracts, and operating software.

Acts as Director during summer school sessions.

Schedules preventative maintenance and equipment repair and assists field engineers in troubleshooting problems.

Provides input on performance evaluations of Academic Computing Laboratories staff.

Recruits, interviews, hires, trains, schedules, supervises and evaluates student workers.

Assists Director with scheduling T.B.A. Instructors.

EXAMPLES OF DUTIES (continued)

Effectively communicates with students and staff in a multicultural environment.

Develops and oversees the development of procedure manuals, documentation, and user instructions for computer systems, networks and operations; reviews and updates as necessary.

Maintains inventories of software and hardware; prepares hard copies as needed.

Prepares requisitions, follows-up on orders not received and resolves problems.

Coordinates tutoring sessions in the Center in conjunction with the tutorial Center. This includes scheduling, creating and posting schedules, and communicating with Tutorial Center personnel concerning student participation.

Participates in software development and maintenance.

Supervises maintenance of precautionary off-line backup of user and lab disk files and performance of data recovery procedures when a loss occurs.

Demonstrates to students and faculty effective ways to use lab's equipment and facilities.

Schedules/coordinates student and faculty access to computer equipment and facilities.

Maintains the security and physical appearance of the equipment and facilities.

Performs related duties as required.

QUALIFICATIONS

Knowledge of:

Current computer and network hardware and software.

Principles of supervision.

Computer operations in an academic student computer lab.

Ability to:

Read and interpret complex computer technical manuals to obtain procedural instructions.

Establish and maintain effective working relationships with students, faculty, administrators and supervisors.

QUALIFICATIONS (continued)

Schedule, train and supervise laboratory staff and student workers.

Demonstrate computer operations, and the proper utilization of equipment and materials.

Keep and maintain detailed and accurate records for maintenance, inventory, and budgetary purposes.

EMPLOYMENT STANDARDS

Minimum Requirements:

B.S. degree in Computer Science or related field and two years of experience in the operation or maintenance of current computer and network hardware and software.

One year supervisory experience.

A Master's degree in an appropriate field may be substituted for one year of the required experience.

Desirable Requirements:

Demonstrated experience in scheduling and supervising employees and actual experience in an academic computer laboratory.