Coordinator, Microcomputer Lab

Job Code 00007220

General Description
Responsible for administering the daily operations of designated computer labs.

Examples of Duties
Maintain, troubleshoot, and install computer hardware/software, LAN, systems, and equipment.
Analyze user needs, new technologies and software.
Coordinate the purchase and inventory of computer related equipment, software, and supplies.
Track expenditures and monitor budget.
Evaluate and implement new technologies in software, hardware, and systems.
Assist in the development of staff positions and the hiring process.
Schedule, train, and evaluate student assistants.
Prepare timesheets for student assistants monitoring their work schedules and tracking the student wage budget to identify problems and prevent shortages.
Assist patrons in the resolution of a wide range of problems and concerns by instructing them in the use of hardware and software.
Determine methods of implementation and develop policies and procedures.
Maintain department web page.
Coordinate with supervisor to develop policies and procedures for computer usage.
Perform preventative maintenance on computers and networks.
Maintain various logs/reports.
Provide customer service.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: computer hardware/software, systems, and equipment; basic math; laws and policies related to the use of computer software; DRA and library operations; other computer labs and services on campus.
Skill in: interacting courteously with others; completing purchase requisitions; creating instructional manuals designed to address FAQ’s; checking work delegated for completeness and accuracy; designing policy and procedure manuals.
Ability to: understand and apply technical information in manuals, specifications, and policies; prepare clear, concise and grammatically correct correspondence, reports, and policies; communicate effectively; troubleshoot system problems; maintain and repair complex automated equipment; prioritize workload of self and others; track budgets, calculate time, review statistics, and formulate spreadsheets.
**Education and Experience**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

**Other Requirements**

**Revised 09/20/2012**