Computer Lab Manager

The University Libraries at Texas State University are seeking qualified applicants for a Computer Lab Manager position. Reporting to the Director of Research and Learning Services, the Computer Lab Manager is responsible for all aspects of the public computer labs, including those in the Alkek Library, providing oversight of day-to-day lab operations, staffing, computer hardware and software, student printing operations, customer service, budgets, and strategic planning. The Computer Lab Manager regularly interfaces with various library personnel, the IT Assistance Center, and the Technology Resources Department to ensure computer labs, in several campus locations, are offering a consistent, high level of service to students. The Computer Lab Manager directly manages several full-time staff and indirectly manages a large number of student workers.

RESPONSIBILITIES: As the person with ultimate responsibility for technology and services in the computer lab spaces, this position manages lab equipment, including inventory and recommendations for procurement, and partners with the IT Assistance Center in developing and deploying computer images and configurations. Provides server and application support and maintenance. Responsible for superior customer interactions in the public computer labs. Hires, trains, supervises, coaches, disciplines, and evaluates full-time staff. Oversees student worker scheduling, supervision, and training. Provides appropriate metrics and reports to designated IT and Library staff. Partners with other campus entities to create secure lab environments.

QUALIFICATIONS:

Required: Applicants must specifically address how they meet these required qualifications to meet the requirements of the position.

One year of related experience in computer lab management

Knowledge:
• Advanced reading and writing ability

Skills:
• Familiarity with emerging technologies
• Strong computer hardware and software skills (includes Microsoft server, Windows desktop management, and printing management solutions)
• Project/process management. Includes ability to define a project, monitor progress, reach a desired goal, and report on projects
• Analytical and problem-solving skills
• Oral and written communication. Includes strong technical writing skill. Able to interview patrons and interpret their information needs.
• Interpersonal skills, including effective training skills
Ability to:

- manage programs, including development, marketing, and assessment
- demonstrate strong working knowledge of application and print management
- use effective organization and time management strategies
- handle multiple responsibilities in a changing environment with flexibility and creativity
- provide effective training experiences (selects appropriate teaching methods to meet learning styles given available resources; knowledge of instructional planning and design)
- work effectively as part of a team
- foster relationships with faculty and students

Preferred:

- Associates degree (A.A.) or equivalent from an accredited two-year college or technical school
- Credentials (Microsoft MTA, CompTIA A+)
- Ability to support Apple software and hardware

**SALARY AND BENEFITS:** Commensurate with experience. Benefits include monthly contribution to health insurance/benefits package and retirement program. No state or local income tax.

**BACKGROUND CHECK:** Employment with Texas State University is contingent upon the outcome of a criminal history background check. This includes transfers and promotions from within.

Texas State's 38,661 students choose from 98 bachelor’s, 93 master’s and 14 doctoral degree programs offered by the following colleges: Applied Arts, McCoy College of Business Administration, Education, Fine Arts and Communication, Health Professions, Liberal Arts, Science and Engineering, University College and The Graduate College. As an Emerging Research University, Texas State offers opportunities for discovery and innovation to faculty and students.

Our students come from around the globe, and our student body is diverse. Fifty-two percent of Texas State students are ethnic minorities. Texas State ranks 14th in the nation for total bachelor’s degrees awarded to Hispanic students.

**Application information:**

Apply online at [http://jobs.hr.txstate.edu](http://jobs.hr.txstate.edu)

Texas State University is an Equal Opportunity Employer. Texas State, a member of the Texas State University System, is committed to increasing the number of women and minorities in administrative and professional positions.