SANTA ROSA JUNIOR COLLEGE

TITLE	CLASSIFICATION	SALARY GRADE
COORDINATOR, COMPUTER LABS	CLASSIFIED	GRADE: P
BOARD POLICY REFERENCE: 2012-13 CLASSIFICATION STUDY		Board Approved:

JOB DESCRIPTION:
Under general supervision, plans, organizes and coordinates activities within computer laboratories and classrooms; serves as a technical resource for departments and faculty in the development and implementation of technologies in support of instructional curriculum; maintains inventories and recommends purchases of hardware and software; troubleshoots, repairs and maintains computer hardware and peripheral equipment; configures, debugs and deploys software; trains faculty and staff in the use of and administration of computer systems and other technologies; and performs related work as required.

SCOPE:
The Coordinator, Computer Labs oversees the daily activities for ~~micro~~computer laboratories, classrooms and related instructional areas; implements, troubleshoots and maintains instructional computing resources for assigned areas.

DISTINGUISHING CHARACTERISTICS:
The Coordinator, Computer Labs is distinguished from the Microcomputer Lab Specialist II by the responsibility for resolving complex problems and making recommendations for technology resources with an increased breadth of overall coordination of assigned computer labs, classrooms and related instructional areas with a multi-curricular scope including serving as a lead worker to other Classified staff.

KEY DUTIES AND RESPONSIBILITIES:
Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents
routinely perform approximately 80% of the duties below.

1. Coordinates with departments and faculty to make recommendations for technology resources, facilitate the development and implementation of existing and emerging technologies in support of curriculum in assigned areas; serves as primary point of contact and technical resource for faculty, staff and students.

2. Researches, designs, configures and tests software for workstations and multi-lab servers, and curriculum-specific specialized programs to meet instructional support needs in assigned areas.

3. Troubleshoots, upgrades, repairs and maintains workstations, network servers, network storage devices, and peripheral equipment; develops and maintains documentation.

4. Plans, schedules, and implements deployment of software images and upgrades; and implements remote access software to configure and control workstations.

5. Establishes and maintains computer laboratory policies and procedures; coordinates schedule development.

6. Leads staff meetings to coordinate laboratory activities among staff.

7. Maintains current knowledge of emerging information technology trends and developments.

8. May order and inventory supplies, related equipment and repair requests; maintain and monitor Lab supplies and student employee budgets, and recommend purchase of software and hardware.

9. May serve as a lead worker for other Classified staff in the area.

10. Supervises, trains and directs the work of short-term, non-continuing and student employees.

EMPLOYMENT STANDARDS

ABILITY TO:
Perform skilled work in the installation, maintenance, support, troubleshooting, and repair of software. prototype images, computer equipment; develop prototype images; resolution of software, server and desktop operating system issues, network image deployment, and remote access; research and interpret technical writings; maintain current knowledge of emerging information technology trends and developments; train others in assigned areas; ability to speak and write effectively in individual and group settings including training sessions; perform work with accuracy and speed; maintain records; give and follow oral and written communications; act as a lead worker to other Classified staff in the area; supervise short-term, non-continuing and student employees; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:
Server administration procedures and practices; local area networking services and protocols, principles and practices of troubleshooting; server and desktop operating systems; network image deployment methods; and remote access software to configure and control workstations; supervisory skills; and budget preparation and inventory control.

MINIMUM QUALIFICATIONS:
Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:
Associate's degree with related coursework OR related certifications required. Associate's degree AND related coursework/certifications preferred.

Experience:
Increasingly responsible experience coordinating the operations of computers, operating systems, networks and software applications, and directing the work of others. Demonstrated experience in network and computer trouble-shooting and problem solving skills. Work in an educational setting preferred.

SPECIAL REQUIREMENTS:
Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.