University of Houston ◢ Clear Lake — Computing Lab Systems Coordinator
J o b   D e s c r i p t i o n

JOB INFORMATION

Effective Date	10/13/2021
Job Code:	3992
Job Title:	Computing Lab Systems Coordinator
Salary Grade/Structure:	005 - Computing
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Lab Systems Coordinator is responsible for administering, researching, testing, and implementing all systems and infrastructure processes within the Computing Labs. This position coordinate all technical activities such as the imaging processes like Ghost Enterprise Suite, Deepfreeze Enterprise, and Mac OS X NetBoot, NetInstall and Apple Remote Desktop tools. Responsibilities include maintenance and optimization of Active Directory, Microsoft Clustering, file and print services, Mac servers, and lab servers. The position works closely with the network infrastructure, systems programming, DBA, and application development staff to ensure optimal operation of labs. The position will create procedures for server operations and will be a resource for campus Mac users and departments. This position will support Macintosh computers in LAN-based environments; provide top level technical support for users as needed, and provide Apple server administration support for labs and other departments as needed. This position will provide training to lab staff as needed. The position may be on call and will be expected to resolve issues disrupting labs processes.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree	in a computer-related discipline such as Management Information Systems or Computer Science	Required	
Master's Degree	Advanced classes toward a Master's degree in related discipline	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Some	years work experience in supporting computer hardware, software, and infrastructure technologies, network-domain environment with multiple computers and varied users with roaming profiles	Required	
Less than 3 yrs	years work experience with Mac OS operating system	Required	
Less than 3 yrs	managerial operational experience in higher education, multiple computer lab environment; addressing all faculty and student needs	Required	
Some	years experience in higher education relating to lab management and Mac support	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	Apple Certified System Administrator (ACSA) and/or Microsoft Certified Systems Administrator (MCSA)		Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Advanced knowledge of Macintosh and Windows XP operating systems.	
• Advanced knowledge of the operation and troubleshooting of computer equipment and peripherals.	
• Ability to recognize a software need and/or a problem and act independently to solve it.	
• Ability to correctly install operating systems and software applications. Ability to create and use Symantac Ghost software for building and distributing images to client machines.	
• Ability to work under pressure and with little supervision.	
• Ability to communicate and have problem solving skills when dealing with faculty and students on a technical and professional level.	
• Sufficient manual dexterity to diagnose equipment problems, test, adjust, and operate equipment; sufficient learning adaptability to adjust to learn operating procedures for a variety of software.	

JOB RESPONSIBIILTIES

Campus Security Authority   ☐

Remote Work Capable   ☐

Essential Functions

Essential Function	% TIME
• Coordinate and direct all current and future technical processes impacting the labs systems; implementing, configuring and monitoring all technical assignments and test and recommend new and feasible technologies within the labs. Assume the lead in the use of all desktop management, imaging, and automation tools within the Labs. Collaborate with other ucr areas to resolve or implement systems and infrastructure technologies as needed. Maintain a strong level of knowledge of PCs Macs, and their peripherals, and operating environment utilized for the troubleshooting of software and hardware. Maintain a strong level of knowledge in the installation of operating systems and software and the configuration of newly machines and servers. Have a strong working knowledge of Symantc Ghost software to be able to build, push, and manage computer and software images. Interface with vendors for the purpose of troubleshooting and problem resolution. Interact with students, faculty and staff regarding computing needs, troubleshooting and problem resolution.Provide assistance to the Lab Managers in the receiving	70%

Essential Functions

Essential Function	% TIME
and distribution of new equipment and software. Help in maintaining labs machines to ensure it is in proper working order. Ensure that preventative maintenance schedule on systems and peripherals are maintained. Comply with all standards, procedures, and controls as established. Help construct and maintain the operations documentation on job streams and other tasks as assigned. Provide training to Lab Specialists and other Technical staff as needed to assist in the maintaining standards developed by the department.	
• Report to the Associate Director of Systems/Network Infrastructure and perform current and future Computing Lab Systems Administration and Networking functions.	20%
• Report to the Associate Director of Systems/Network Infrastructure and provide high level campus wide assistance on Mac Server Administration and Mac support.	10%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

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Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description

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