Assoc Dir, Academic Computing
Job Description

JOB INFORMATION

Effective Date	8/5/2021
Job Code:	3918
Job Title:	Assoc Dir, Academic Computing
Salary Grade/Structure:	007 - Computing
Career Level Name:	M2 - Middle Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	This position is responsible for the overall support and operations of all academic computing labs, teaching labs, general purpose classrooms and audio visual technology. This position is responsible for maintaining the operation of labs and classrooms, classrooms/labs technology standards and designs, classrooms/labs equipment refreshes and software builds, asset and supplies inventories. This position works with vendors for specifications for technology equipment, quotes, and problems resolution. The position directly supervises the Academic Computing Lab Supervisors and the audio visual Technical staff. This roles has no budgetary responsibilities.

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 Business Administration, Information Technology or related discipline	Required	
Master's Degree	in Business Administration, Information Technology or related discipline	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Progressive	and demonstrated experience in knowledge areas(s) and considerable supervisory/leadership experience in Technology support	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
ITIL Foundations v3	IT Infrastructure Library (ITIL) certification or any IT Support and Helpdesk certification	within 1-1/2 Yrs	Required	

Knowledge, Skills and Abilities

	KSAs	Proficiency
•	Knowledge and experience with all aspects of IT technology in the classrooms/labs in Higher Education	Skilled
•	Knowledge of Hardware, software, peripherals, and Audio Visual technology	Skilled
•	Ability to manage technology projects, develop and manage Service Level Agreements, implement instructional & training methodologies, meet deadlines and schedules, and provide excellent customer service	Skilled
•	Skill in the design of facilities for technology enhanced learning environments and the understanding of the academic learning technologies in labs and classrooms	Skilled
•	Experience in Microsoft 0365	Skilled
•	Experience in Software Deployment	Skilled
•	Ability to analyze and solve problems	Skilled
•	Oral and written communication skills and presentation skills	Skilled
•	Leadership, organizational skills using a team-building and consensus management style	Skilled

JOB RESPONSIBIILTIES

Campus Security Authority   ☐

Remote Work Capable   ☐

Essential Functions

	Essential Function	% TIME
•	Plans, directs, coordinates, supervises, administers, and implements procedures to oversee an effective and comprehensive Academic Computer Labs, Classrooms, and AV technology. Responsible for guiding and measuring continuous improvement efforts for Academic Computing services. Develop and maintain daily work schedules and tasks. Monitor work and support. Supervise and evaluate performance for all Academic Computing Lab Staff. Supervise software imaging process and provide guidance for installation, troubleshooting, repair of all software and hardware.	50%
•	Develop and gather labs and classrooms satisfaction survey. Monitor and report the usage productivity of labs/classrooms. Set and manages expectations, standards, and protocols for problem resolution and escalation. Monitor and measures service performance.	20%
•	Recommend new technologies, services, standards, accessibility standards, procedures and policies that keep Academic Computing services relevant and competitive. Provide operational oversights for all classrooms, labs, virtual environment, and AV technologies.	20%
•	Maintain OIT Labs/Classrooms/AV webpage and provide information and signage. Participate in committees, work groups and task forces. Work with other departments to coordinate labs/classrooms support services, special projects and special events; assist with long-range planning; develop and execute long-term technical plans and manage acquisition of appropriate equipment and services.	5%
•	Perform additional duties/responsibilities as assigned.	5%

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		

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

Assoc Dir, Academic Computing

07/14/2022