

**JOB INFORMATION**

Effective Date	6/23/2021
Job Code:	3985
Job Title:	Supv, Academic Computing
Salary Grade/Structure:	004 - Computing
Career Level Name:	M1 - First Level Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	Information Technology
Job Summary	The Academic Computing Lab Supervisor is responsible for managing the daily operations of Academic Computing Open Labs; Teaching Labs; and Wireless Labs and Electronic Classrooms. The Lab Supervisor is responsible for staffing, organizing the computing services to student, faculty, and staff users; providing first-line maintenance and technical aspects: plan, schedule, implement, and setup /test all technical configurations of the computers imaging process; provide technical consultation in a liaison relationship with UCT and other University departments, coordinating events and classes in lab facilities; and insuring the security of lab assets. Provide collaborative technical consultation for various departments of the university including Adaptive Technology with Disability Services and the Library. This position will provide supervision to Student Lab Assistants, backup support for faculty and staff UCT support, and backup networking and infrastructure support.

**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	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Demonstrated progressive experience in knowledge area(s) and some Supervisory/Leadership experience (Typically 2+ years Supervisory/Leadership experience) with multiple users and multiple computers.	Required	

## Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Experience in a customer service support environment assisting end users in a higher education setting with computing, media and/or networking issues.	Required	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
Microsoft Certified Solutions Associate (MCSA)	Certified Technology Specialist (CTS); Microsoft Office Specialist (MOS); other Microsoft Certifications; .	within 1 Year	Required	
Microsoft Certified Systems Administrator (MCSA)	Certified Technology Specialist (CTS); Microsoft Office Specialist (MOS); other Microsoft Certifications;	within 1 Year	Required	
Apple Certified Support Professional (ACSP)	any Apple Certifications.	within 1 Year	Preferred	

## Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> <li>Proficiency with PC and Apple computer systems and knowledge of multiplatform operating systems and Microsoft Office software supported applications to include but not limited to computer hardware, software and network devices. Software knowledge must include Internet browser, working tools and diagnostic software, fix computer and multimedia related problems.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Knowledge of LAN protocols, network operating systems, wireless and VPN connections and the ability to diagnose computing software problems and hardware problems.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to interact with users in a service-oriented manner and work in a project team oriented environment</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to recognize a software need and/or a problem and act independently to solve it.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to learn and master new computer applications quickly.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to correctly install operating systems and software applications. Ability to create and use imaging software for building and distributing images to client machines.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to work under pressure and with little supervision.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to meet lab users with a service-oriented attitude.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to work as a member of a project team.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to communicate and have problem solving skills when dealing with faculty and students on a technical and professional level.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Sufficient comprehension to understand student's, faculty and staff oral complaints, problems and to respond quickly or to interpret operating instructions to students orally.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Sufficient manual dexterity to diagnose equipment problems; test, adjust, and operate equipment; sufficient learning adaptability to adjust to and learn operating procedures for a variety of software.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Sufficient mobility to move about easily in classroom/lab setting to assist students, diagnose problems; sufficient visual acuity to read and understand screen, printouts, and manuals.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Excellent organization skills with the ability to juggle multiple assignment simultaneously Ability to prioritize tasks, follow policies and procedures, meet deadlines and handle multiple projects simultaneously.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Ability to conduct technical training.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>A high level of expertise in computers. Expert ability to word process, perform spreadsheet analysis, design and develop databases, and to desktop publish.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Ability to maintain a flexible work schedule including working nights and weekends.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Equipment Skills: Computing equipment: including university computers, laptops, printers, scanners, software, and monitor projection devices, CISCO Routers and Switches, Ethernet Hubs and Switches. Multimedia equipment: including LCD projector, control systems, VCRs, Public Address systems, DVD players, any and all other equipment related to Media Services.</li> </ul>	Basic

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred
•	University vehicles		Basic
•	The Knowledge and/or technology used in the job changes frequently, requiring frequent study and training. Job may require re-certification or continuing education.		Basic
•	1. Must have excellent time management, decision-making skills.		Basic
•	2. Excellent leadership, supervising, organizing, coordinating, directing and setting priorities skills.		Basic
•	3. Must be able to work under pressure in order to meet tight deadlines with the ability to respond to critical interruptions in a positive manner.		Basic
•	4. Sufficient stress-tolerance to enforce rules and regulations, supervise students and other technical staff and deal with occasional stressful situations (e.g. frustrated or angry employees and students, delays in response time, and lack of equipment or software tools etc.)		Basic
•	5. Ability to handle problems situations with tact and compassion and to assist users with a service-oriented attitude and project a positive and professional image.		Basic
•	6. Must be able to handle multiple technical tasks simultaneously, including daily user support. Must be able to identify and have the flexibility to re-prioritize all critical work requests to solve users' problems.		Basic
•	7. Have excellent working knowledge of multimedia classroom equipment.		Basic
•	8. Skills in technical training and writing with the ability to train new full time staff and part-time student workers and other university employees as required.		Basic
•	9. Must be able to communicate effectively verbally and in writing in English.		Basic
•	10. Excellent knowledge of software products utilized by the University including; Operating Systems, spreadsheets, word processing and database packages.		Basic
•	11. Expert knowledge of PCs, Macs; Scanners and Printers with working knowledge of pervasive computing including, but, not limited to Wi-Fi; laptops; tablet PCs; VPN; flash drives; DVD and CD writers; and other handheld devices.		Basic
•	12. Ability to diagnose software/hardware problems and user errors based upon limited and inaccurate information. The ability to utilize telephone-based support, if needed, to resolve problems or to locate computer procedures and techniques in user documentation and published materials quickly and accurately.		Basic
•	13. Ability to learn and master new computer applications quickly.		Basic
•	14. Sufficient mobility to enable an individual to move about easily from building to building and office, classroom/ lab setting to assist students, faculty and staff in problem diagnosis, training and instruction. Sufficient visual acuity to read and understand screens, printouts and manuals.		Basic
•	15. Sufficient manual dexterity to diagnose hardware and software problems, implement, test and adjust software and hardware product.		Basic
•	16. Must be able to bend, crawl, lift up to fifty pounds, fit into tight places and be able to escape.		Basic

## JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Provides initial and advanced user support with computing, media and/or networking issues. Installs, maintains upgrades, troubleshoots diagnosis, assists/creates master images, and arranges for repair of network hardware and software in all labs, wireless labs, and media/classrooms. Documents computer labs and classrooms configurations and problems. Tests complete system, all applications and network connectivity according to UCT guidelines. Conducts software and hardware audits/inventory of all Academic Computing equipment in accordance with university policies and procedures. Manages applications, print servers, print queues, print files, and documents computer labs configurations and classrooms problems.</li> </ul>	40%

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Hires, trains and supervises lab assistants in technical and interpersonal skills, policy enforcement and responsibilities as needed. Assists faculty and students in the operation of equipment in labs and classrooms, use of software supported by the lab and classrooms and with problems of average to high technical complexity.</li> </ul>	20%
<ul style="list-style-type: none"> <li>Provides operational support and monitors campus network, wireless services and remote access and connections offered by the department. Diagnoses and corrects problems affecting network services. Operates and troubleshoots various equipment supported by UCT, including the Media Control software. Opens and tracks repair and work orders for multimedia equipment, computers, software, hardware, products and services. Performs routine diagnoses and electronic repairs. Provides any and all changes to operations documentation on job streams and other tasks that Media Services perform. Sets up equipment for classes and for special events. Trains faculty to use classroom equipment.</li> </ul>	20%
<ul style="list-style-type: none"> <li>Participates in department technology-based meetings and provides input for requested strategies and initiatives. Communicates problems to Associate Director of Academic Computing.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Performs new desktop installations by installing Operating Systems on new computers, configures software applications, print queues, workgroups, network and all peripherals as specified on client interview form. Reviews interview forms, assesses users' computer needs and resolves questions before beginning installation. Installs software on desktop computer workstations, including setting up shortcuts to applications, email, access to mainframes, default data directories, Internet access, networked and local printers and peripherals according to UCT guidelines. Provides overall coordination, control and support of departmental faculty and staff office computers required software and associated network connections to LANs to include wireless network connection and university backbone. Conducts software and hardware audits of the University-owned computer equipment in accordance with university policies and procedures; responsible for maintaining department's desktop computer hardware and software inventories and coordinates reporting to the Support Center and coordinating departmental desktop computer hardware/software installations with UCT. Provide current operations documentation on tasks, services and contact information concerning distance education locations.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Schedules office visits to the Pearland campus and other campuses if emergencies arise, if needed, troubleshoots hardware/software problems, diagnoses/research causes and correct problems on desktop computer workstations, including the detection and elimination of computer viruses. Responsible for opening, and tracking repairs and work requests using Support Center database. Perform s preventative maintenance and upgrades as scheduled. Updates department replacement parts hardware inventory database.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Performs all other duties as assigned.</li> </ul>	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				

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
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