POSITION PURPOSE

The Computer Facilities Supervisor schedules and monitors operations of the all computer facilities throughout Business Division, working closely with and assisting faculty and staff using facilities.

NATURE AND SCOPE

The Computer Facilities Supervisor supervises the Computer Support Specialist and clerical and hourly support staff.

The Computer Facilities Supervisor is responsible for position supporting students, staff, and faculty computing needs by maintaining classroom time schedules, troubleshooting software problems, and coordinating the use of computing resources across the different classrooms to ensure day-to-day operations are efficient. Other decisions, such as major budgetary expenditures, are referred to a higher authority.

The major challenges faced by this position include keeping abreast of technological changes, balancing heavy workload, and assuring the needs of students and other users are met.

EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES

1. Maintains an orderly and professional environment in the classrooms.
2. Prepares schedules to enable optimum use of classroom time.
3. Develops and implements policies and procedures for classroom usage.
4. Assists students, staff, and faculty in problem solving, using appropriate hardware and software.
5. Recruits, interviews, hires, and trains classroom assistants.
7. Performs minor maintenance as required to computer systems and facilities.
8. Maintains records of maintenance supplies used and keeps logs of maintenance performed.
9. Maintains records and reports on budgets, personnel, and payroll.
10. Performs related duties as required.
EMPLOYMENT STANDARDS

Knowledge:

Knowledge of District policies and procedures
IBM and Macintosh platforms, using DOS, Windows, Mac OS, Novell, and AS/400
Current software applications used in a variety of business courses (e.g., word processing, spreadsheets, and database management)
Installation and maintenance of variety of IT hardware and software; UNIX, NT and Novell servers
Understanding of budgets and revenue control; inventory management

Skills and Abilities:

Detail oriented
Problem solving skills
Strong basic mathematical abilities
Excellent written and oral communication; ability to train and teach computer users and other technicians
Excellent interpersonal skills
Ability to work independently using technical manuals and other available resources
Management, organizational and supervisory skills

Education and Experience:

A.S. degree in Computer Science or related field
3-5 years directly related experience

Working Conditions:

Typical office environment
Ability to lift up to 50 lbs.