July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **INSTRUCTIONAL COMPUTER**
                                                        LAB COORDINATOR

SALARY TABLE: **29**   SALARY RANGE: **32**

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of technical duties involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems to assure smooth and efficient operations of one or more computer labs and multimedia classrooms; support faculty and staff computers associated with designated computer labs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform a variety of technical duties involved in the operation, configuration, modification and maintenance of computer hardware, software, peripherals and network systems to assure smooth and efficient operations of one or more computer labs and multimedia classrooms.

Investigate, troubleshoot, diagnose and repair hardware, software, peripheral and network malfunctions; replace computer components as needed; run and update anti-virus programs as appropriate; configure hardware and software applications; install and remove cabling as necessary.

Prepare and organize computer equipment and lab materials for student and staff use according to established schedules and lab activities; install software and hardware and observe elements of lab computers for evidence of incorrect performance; monitor and maintain network servers.

Provide technical training and assistance to faculty, staff and others concerning the operation of computer lab hardware, software and peripherals; support faculty and staff computers associated with designated computer labs; respond to inquiries and provide detailed and technical information concerning related practices, requirements, guidelines and procedures.

Develop and implement computer lab usage and maintenance schedules and preventive maintenance activities as directed; receive and respond to maintenance and repair requests in a timely manner.

Coordinate computer lab activities, schedules, communications and information between staff, faculty, students and others; assure maintenance functions do not interrupt lab schedules and activities; resolve related issues and conflicts in a proper and timely manner.

Train and provide work direction and guidance to student assistants and hourly employees; participate in related recruitment activities; coordinate subordinate work assignments and schedules

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and process timesheets as required.

Monitor and maintain adequate inventory levels of computer hardware, software and lab materials; assist in researching, ordering and receiving related supplies and equipment; conduct regular and periodic inventories.

Maintain various records and logs related to hardware, software, malfunctions, students, staff, inventory, purchases and assigned activities; compile, develop, update and maintain procedural manuals as required.

Communicate with College personnel, faculty, students and various outside agencies to exchange information and resolve issues or concerns; answer telephone calls as assigned.

Operate a variety of computers, servers, peripherals, testers, meters and specialized software

Maintain current knowledge of technological advances in computer hardware and software; attend and participate in technology seminars and conferences as directed.

Assist in the design, coding and implementation of computer lab software applications as required; test and debug new and modified applications to assure proper operation.

Monitor budgets for computer lab supplies and equipment as required; assist in assuring laboratory expenditures do not exceed established limitations.

Maintain computer lab in a safe, clean and orderly condition.

Attend and participate in various meetings as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the operation, configuration, development, modification, maintenance and repair of computer hardware, software, peripherals and network systems.
Principles, methods and procedures of operating computers, networks and peripheral equipment.
Computer operating systems and software applications utilized by the College.
Materials, methods and tools used in the operation, installation and repair of computer and network systems.
Applicable types of cabling systems, servers and network design.
Requirements of maintaining a computer lab in a safe, clean and orderly condition.
Basic inventory practices and procedures.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.

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Record-keeping techniques.

ABILITY TO:
Perform a variety of technical duties involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems in support of one or more computer labs.
Install and assure proper operation of new software applications and hardware.
Provide technical training and assistance to faculty, staff and others concerning the operation of computer lab hardware, software and peripherals.
Prepare and organize computer equipment and lab materials for student and staff use according to established schedules and lab activities
Coordinate computer lab activities, schedules, communications and information between staff, faculty, students and others.
Operate computers and peripheral equipment properly and efficiently.
Meet schedules and time lines.
Maintain various records related to work performed.
Develop and implement computer lab usage and maintenance schedules.
Maintain current knowledge of technological advances in the field.
Work independently with little direction.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer science, information technology or related field and two years increasingly responsible experience involving the installation, maintenance and repair of computer hardware, software, peripherals and network systems.

WORKING CONDITIONS:

ENVIRONMENT:
Computer lab environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials and view a computer monitor.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.