**Position:** Computer Lab Coordinator

**Position Number:**

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<th>Department/Site:</th>
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<td><strong>FLSA:</strong></td>
<td>Non-Exempt – (Classified CSEA)</td>
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<td><strong>Salary Range:</strong></td>
<td>28</td>
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**Reports to:** Director, dean, or other administrator in assigned area

**BASIC FUNCTION:**

Under the direction of the VP of Information and Technology Resources, monitor and maintain computer hardware and software in the academic computer classrooms and labs; maintain faculty computer centers; maintain computer lab and Library networks; maintain the Library’s application programs.

**REPRESENTATIVE DUTIES:**

- Perform instructional support duties in academic computer classrooms and labs and Faculty Resource Centers utilizing Novell networks, PC clones and Macintosh computers.

- Provide technical support and administer UNIX and Novell operating systems; provide support to local area networks in academic classrooms and labs.

- Monitor academic computer communication systems and equipment such as communication lines, modems, workstations and printers; respond to malfunctions, abnormalities or emergency situations in academic computer and telecommunications operations.

- Establish procedures and conduct tests; assure computer viruses and unauthorized users have not invaded the computer systems; maintain computer accounts and privileges; install and configure computer software.

- Maintain a backup system for the network file servers; maintain records of software sent or received from other agencies or instructors; manage version control of backups and software.

- Serve as database administrator for the Library; assure proper operation; maintain software and connections; export library catalog according to established procedures and time lines; perform system back up as required.

- Transport and maintain a supply inventory related to each specific area such as computer paper, printer ribbons and computer disks.
• Assist lab assistants and faculty with the use of computers.

• Troubleshoot hardware and connection problems; perform minor or schedule repairs.

• Establish rules and procedures related to the operation, maintenance and security of computer hardware and software in the classrooms and labs.

• Debug system and applications programming problems related to the Library’s computerized system.

• Install workstations to communicate with the Novell network file servers and Internet as assigned.

• Install and maintain Internet graphic user interfaces as directed.

• Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

• Principles and terminology used in the administration and operation of Novell networks and the hardware and software interfaces necessary to support the academic environment, including DAT drives, printers, scanners and others.

• Documentation formats and procedures.

• Input and output control procedures and quality standards for computer output.

• Methods and techniques used in operating large-scale, multi-user electronics computers.

• Computer telecommunications systems functions.

• Operating system commands and database concepts.

• Novell network software.

• UNIX System programming and administration.

• Applicable operating systems in use by the lab.

ABILITY TO:

• Create and maintain user accounts on the Novell network to support the academic requirements of the classrooms and labs.

• Read and follow complex written procedures, technical manuals, input documents, job requests and operations documentation.

• Recognize software, operating system or hardware malfunctions.

• Analyze data, gather information from manuals and diagrams and draw logical conclusions and take an effective course of action.

• Maintain and customize automated job streams for use by Hartnell’s Library.

• Operate minicomputers and microcomputers and ancillary equipment.

• Write clear, concise instructions and explanations.

• Maintain accurate records.

• Communicate orally complex, technical concepts to non-technical users.

• Follow oral and written instructions.
• Establish and maintain cooperative and effective working relationships with others.
• Access and navigate the Internet.
• Work independently with little direction.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate’s degree in computer information sciences, data processing or a closely related field including two years of experience in the computer field, including knowledge of two or more computer languages.

LICENSES AND OTHER REQUIREMENTS:

Knowledge of at least one high order language (HOL) such as C, C++ or Pascal.

WORKING CONDITIONS:

ENVIRONMENT:

Computer lab environment.

PHYSICAL DEMANDS:

Lifting, carrying, pushing or pulling heavy objects.
Dexterity of hands and fingers to operate a computer keyboard.
Standing for extended periods of time.
Reaching overhead, above the shoulders and horizontally.
Bending at the waist, kneeling or crouching.