



POSITION DESCRIPTION

TITLE: Academic Computing Services (ACS) Supervisor **CATEGORY:** Professional
FLSA STATUS: Exempt **GRADE:** F (Technology Support)

JOB SUMMARY: Supervise the operations of laboratory facility services and laboratory materials storeroom which support a wide variety of field programs; monitor, maintain, and install computer systems and peripheral equipment; and provide support and assistance to faculty, staff, and students in an academic lab environment.

In-person work on campus is an essential function of this position.

ESSENTIAL FUNCTIONS:	YEARLY PERCENT OF TIME
1. Provide direct supervision, training of personnel, manpower utilization, and improve interpersonal communication of assigned lab facilities staff; plan and supervise staff scheduling, job performance assessment recommendations, time and attendance tracking, and disciplinary feedback; identify and analyze issues, develop recommendations for department mission effectiveness and efficiency.	20%
2. Serve as liaison and coordinate implementation of college wide computer operations in the Academic Computing Services Labs; direct the implementation of college-wide initiatives to ensure lab and classroom operations are uniform and consistent with a safe learning environment; provide technical support, training, technology recommendations and assistance to students, faculty, and staff.	15%
3. Analyze problems and implement solutions according to information technology (IT) guidelines; assure system stability, accessibility, and proper configuration.	15%
4. Oversee, provide assistance, and support to students that access college online systems and IT resources to include web portals, resetting account passwords, and registration services; oversee and process student contracts through District's computer system for Student Laptop Check-Out Program and software sales	15%
5. Perform and oversee updates of workstations and peripherals; research and tests new software; install software upgrades and enhancements; use imaging software to create and deploy desktop computers.	10%
6. Responsible for the development and implementation of automated systems for student services to include processes, documentation, and training for users; facilitate one-on-one instruction and group workshops concerning software applications usage and implementation of technology in a classroom setting.	10%
7. Collects, compiles, analyzes, and presents reports for technical and administrative information; may include facility usage and resource utilization. Coordinate departmental promotional activities. Develop and maintain an inventory system for instructional materials and equipment within scope of authority; document call records and results.	10%
8. Perform other duties as assigned.	5%

REPORTING RELATIONSHIP: Manager, Instructional Technology & Web Services

SUPERVISORY RESPONSIBILITIES: Provide direct supervision of assigned laboratory staff.

ESSENTIAL QUALIFICATIONS:

EDUCATION: Bachelor's Degree.

EXPERIENCE: Two (2) years of related experience.

SPECIAL CONDITIONS:

1. This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.

SPECIAL SKILLS AND ABILITIES:

1. Skills/Abilities:

- Effective interpersonal, communication, and conflict resolution skills.;
- Well-developed computer skills in the area of networking, hardware, and software;
- Capable of using and assisting students in the use of commercial application packages and operating systems;
- Ability to problem solve using proprietary software (e.g. Microsoft Access, Excel Terminal emulation, AS/400, and Plato).

2. **Equipment Used:** Personal computers and related equipment found in a computer laboratory, e.g. RJ45, Crimpier, Routers, Hubs, and Network Cables.

3. **Software Used:** A variety of word processing, spreadsheet, and database software to include Notepad, C and C++-programming, HTML, RPG, Cobol, Visual Basic, FrontPage, Windows Operating Systems, Microsoft Office Products, Corel Office Suite, and Banner.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk and talk or hear. The employee is frequently required to stand; use hands to handle or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift or move up to 10 pounds, frequently lift or move up to 25 pounds and occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

INTERPERSONAL SKILLS:

Skills of persuasiveness or assertiveness, as well as, sensitivity to the other person's point of view are often required to influence behavior, change an opinion, turn a situation around, cause action, or understanding in others. This level of interpersonal skills is required in positions, which regularly interact with others, through personal contact or presentations, within the organization or members in the community.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is occasionally exposed to risk or electrical shock. The noise level in the work environment is usually loud.

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PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk				X
Sit		X		
Use hands to finger, handle or feel			X	
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions(non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold(non-weather)	X			
Extreme hot (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements	
Close vision (clear vision at 20 inches or less)	X
Distance vision (Clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.

X _____
Employee Signature *Date*