



**DATE ISSUED:** 05/09

**FLSA:** Exempt

**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Instructional Support Services Lab Coordinator

### **JOB SUMMARY**

The ISS lab coordinator oversees general use computer labs and the Technology Resource Center (TRC) multimedia lab for the Denton campus. Responsibilities include planning, organizing, and coordinating daily computer lab operations for student use. The lab coordinator works in a constantly changing and demanding computer lab environment requiring a high degree of customer service support, strong technical skills to assess problems with equipment, strong software skills for student technology support purposes, and organizational skills for effective marketing of lab services. Good time management, organizational, and technical skills are needed to ensure that the labs are operational, adequately staffed, adequately supplied, documented, and accessible. The coordinator is also responsible for recommending new procedures for lab functionality, developing programs for training student staff, ensuring timely implementation of technology tools and resources, and facilitating developmental opportunities for end users. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director, Instructional Operations

*Supervises:* Student Assistants

### **PRIMARY DUTIES** - *May include, but not limited to the following:*

Plans and prepares for needs associated with the daily operations for the TRC and general use labs distributed throughout the Denton campus.

Maintains paper/toner supply for printers.

Maintains & cleans computers.

Troubleshooting/reporting repair needs of computers.

Schedules staff coverage for lab(s).

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Develops regular use reports for lab operation overview.  
Maintains Web presence for general use labs and the TRC.  
Oversees day-to-day operations of general use computer lab and the TRC functions.  
Creates documentation for computer labs for student use.  
Assists with hardware and software installations.  
Implements and maintains computer lab policies and procedures.  
Recommends software and hardware for lab operations.  
Maintains interdepartmental communication and coordination with ITS lab support staff.  
Follows and maintains procedures and policies to ensure the security and integrity of systems/networks/resources.  
Assists in the implementation of the institutionally appropriate and effective disaster recovery plans.  
Develops and implements end user technology skill development initiatives.  
May be required to work a flexible schedule, including nights, weekends and holidays.  
Develops and maintains technical skills to ensure high quality levels of technical support for end users, continually.  
Develops and maintains software skills to ensure high quality levels of software support for end users, continually.  
Adjusts work schedule as required to ensure lab hours of operation are maintained.  
Responds to emergency or on-call situations in a timely manner.

### **ADDITIONAL DUTIES**

May assist end users in general and classroom computer labs, video conference facilities, technology classrooms, and campus events requiring technology support.  
Participates in end user product testing and evaluation.  
Demonstrates product functionality and performance for end users.  
Performs other duties as requested.

### **EDUCATION**

Bachelor's degree and technical short courses and seminars relating to computing and instructional technology.

### **EXPERIENCE**

Three years experience in an information technology or instructional technology environment, preferably in higher education. Previous customer service, computer lab, field support, or telephone technical support experience preferred.

***KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:***

Knowledge of modern computing, networking and communications systems.  
Ability to organize and work effectively with an understanding of organizational policies and activities.  
Positive track record of successful communication and problem-solving skills.  
Committed to providing quality customer service.  
Ability to deal well with ambiguity and fast-paced change.  
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.  
Ability to communicate effectively orally, by phone, in person, and in writing.  
Ability to use a personal computer and other office equipment.

***PHYSICAL DEMANDS***

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 50 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

***WORK ENVIRONMENT***

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing the duties of this position, the employee may be required to travel. May require long hours and weekends.

***SAFETY***

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

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*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***