

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

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

SALARY TABLE: 29 SALARY RANGE: 32

BASIC FUNCTION:

Under the direction of the Director-Community Technology Centers, coordinate and oversee computer lab operations, schedules, employees and activities in support of the Computers In Our Future (CIOF) program; perform a variety of technical duties involved in the installation, operation, maintenance and repair of laboratory computer hardware, software and peripherals.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Coordinate and oversee computer lab operations, schedules, employees and activities in support of CIOF; monitor and adjust lab activities in response to needs of students and designated members of the community enrolled in CIOF; resolve lab issues and conflicts in a proper and timely manner.

Oversee and participate in providing instruction to students and designated members of the community in the use of computers, software and related peripheral equipment; observe and assist lab participants; answer questions and perform demonstrations as necessary; develop lab schedules.

Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of laboratory computer stations; troubleshoot, diagnose and resolve computer malfunctions; replace computer hardware as needed; maintain and assure proper operation of servers.

Train and provide work direction and guidance to designated hourly employees; develop employee schedules, assign duties and review work to assure compliance with established standards and procedures; participate in employee recruitment activities; process employee time cards and payroll.

Provide technical training, workshops and assistance to employees concerning the operation of computer hardware, software and related peripherals; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications and malfunctions.

Input class, student and site data into an assigned computer system; establish and maintain automated records and databases; initiate queries and generate computerized lists and reports; assure accuracy of input and output data.

Compile information and prepare and maintain a variety of records, reports and files related to computer labs, CIOF sites, students, programs, enrollment, employees, attendance and assigned activities; prepare and distribute a variety of correspondence concerning Program and lab activities.

Serve as a liaison between the College, students, employees and the public concerning CIOF and computer lab services and activities; respond to inquiries and provide information concerning Program schedules, goals, objectives, standards, requirements, policies and procedures.

Oversee and participate in the development and implementation of classroom projects and assignments; visit computer lab sites to confer with employees, monitor lab activities and coordinate instructional services.

Communicate with students, employees, outside agencies and the public to exchange information, coordinate activities and resolve issues or concerns.

Monitor inventory levels computer hardware, software and peripherals and maintain related records; provide recommendations concerning the purchase of new computer hardware and software as requested; assist with ordering computer hardware, software and laboratory supplies as assigned.

Perform a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications as assigned.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Oversee and participate in Program registration activities according to established policies and procedures.

Assure computer labs are maintained in a safe, clean and orderly condition.

Research and obtain Program funding as directed; coordinate Program donations to community agencies.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General instructional techniques and strategies related to computer labs.

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.

Computers and computer use in an instructional environment.

Principles, methods and procedures of operating computers and peripheral equipment.

Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of the community.

Computer hardware systems and software applications utilized by the College District.

Student guidance principles and practices.

Oral and written communication skills.

Policies and objectives of assigned programs and activities.

Principles of training and providing work direction.

December 2020

Ewing Consulting Services

Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.

ABILITY TO:

Coordinate and oversee computer lab operations, schedules, employees and activities.
Oversee and participate in providing instruction to students and designated members of the community in the use of computers, software and related peripheral equipment.
Install, configure, modify and maintain computer hardware, software and peripherals to assure the smooth running of laboratory computer stations.
Investigate, troubleshoot, diagnose and repair hardware and software malfunctions.
Train and provide work direction and guidance to designated hourly employees.
Monitor and adjust lab activities in response to needs of students and designated members of the community enrolled in CIOF.
Serve as a liaison concerning computer lab services and activities.
Operate computers and peripheral equipment properly and efficiently.
Work independently with little direction.
Meet schedules and time lines.
Maintain records and prepare reports.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and three years increasingly responsible experience involving computer operations, maintenance and repair.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.