Staff Classification Description – Lab and Classroom Services Manager

Skill Category: Professional
Position (Employee) Class: 3N588 (E1)
Grade: 22
Date: 11/2014

Department: Office of Information Technology Services

Educational & Experience Requirement: Bachelor’s degree with at least five (5) years related experience. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Plans, organizes, designs, and manages staff and overall desktop and audio visual support for campus labs and classrooms to ensure the stable operation of the organization’s Information Technology (IT) academic support.

Supervision Given & Received: Works under general direction and oversees work of professional staff, technical staff and student employees.

Primary Responsibilities: Manages classroom and computing lab facilities throughout campus for 24/7 student and instructional use. Manages the security, maintenance, and repairs of the classroom and lab computing, audio-visual equipment, peripherals, as well as the furniture and facility. Provides training and support to clients and staff on computer operations and other technical issues. Installs, configures, tests, maintains, monitors, and troubleshoots end-user computer hardware, software, audio-visual equipment and peripheral devices. Receives and responds to incoming communication regarding computer hardware, audio-visual equipment, and software issues. Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring technology performance. Recommends, schedules, and performs computer, hardware and peripheral equipment improvements, upgrades, and repairs. Assists in developing long-term strategies and capacity planning for meeting future computer hardware needs. Aids in development of business continuity and disaster recovery plans, maintains current knowledge of plan executables, and responds to a crisis in accordance with business continuity and disaster recovery plans. Manages operations staffing, including recruitment, supervision, scheduling, development, and performance evaluation. Monitors and prepares payroll timesheets and exception reports for staff and student employees. May interpret and implement complex policies affecting the department and university level. Performs other related duties as assigned.

Other Specifications: Must be proficient in motivating and evaluating employees. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department workgroup and throughout the university with professional staff. Work requires a high level of independent judgment, initiative, and sound reasoning to solve department and division issues. Work requires attention to detail as errors can be potentially serious. Requires a strong understanding of information processing principles and practices, in-depth technical knowledge of network and computer operating systems, proven project planning, and management experience. Exceptional analytical, conceptual, and problem-solving abilities, superior written and oral communication skills, and leadership ability is needed. Must have ability to present ideas in user-friendly language and be able to effectively prioritize and execute tasks in a high-pressure environment. Position requires incumbent to be on call 24/7. Special procedures sometimes require extended hours. Some travel is required. Position requires driving and operating a university vehicle; therefore, a valid Texas driver license and driving record acceptable to the University’s insurance carrier is required.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.