

University of Houston – Clear Lake

Position Description

Job Title: **Associate Director Academic Computing Lab**

Job Code: **3918**

Pay Grade: **006** FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in a computer-related field such as Computer Science, Management Information Systems, or Instructional Technology.	Master's degree in a computing related field, such as Computer Science, Management Information Systems, or Instructional Technology.
Experience	Six or more years of management in a computer facility. Two or more years of experience in lab management at an institution of higher education. Experience in Project Management and Customer Service.	Additional relevant experience or experience in the management of technology.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

This position is responsible for the direction and management of all open access academic computing labs, teaching labs, wireless labs, and the faculty and student academic computing support and services to include budgetary planning for personnel and operation. This person represents academic computing in the university administrative structure, within the UH System, and to the university community at large. Such work includes working with faculty to understand their academic needs, responsibility for lab preparation at the start of an academic semester, exemplary customer service for lab users during the semester, developing operational schedules for labs and lab staff, monitoring and reporting the usage and productivity of labs, and design and development of the University's computer labs. In addition, this position is responsible for reporting to and participating in all relevant shared governance activities related to managing user expectations for academic computing issues.

Duties and responsibilities	% Time
Direct the operation of campus computing labs including open access labs as well as teaching labs. Consult with departments on the operation of specific purpose labs.	50
Gather and report statistics on lab usage, lab efficiencies, progress toward strategic and operational goals. Work with UCT's Director of Planning to plan, assess, and budget for the labs. Maintain an up-to-date knowledge of technology and its applications in a higher education environment. Participate in global, national, state, regional, and local organizations for coordination, communications, and cooperation. Oversee and maintain the lab supported software licensing.	20
Establish and implement lab needs with faculty, other UCT components, and other university offices.	10
Identify, plan, assess, and implement short-term and long-term lab technologies strategies and goals. Develop and implement operational plans to provide exemplary customer service in the labs	10

and to coordinate those services with other UCT components.	
Proactively provides suggestions for improvements in labs or their services. Develop and recommend lab policy and procedures. Implement those suggestions, policies, and procedures which have been approved . Establishes standards for labs hardware, operating systems and software.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.