

# University of Houston – Clear Lake

## Position Description

Job Title: **Associate Director, Computing Labs**

Job Code: **3908**

Pay Grade: **005**

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	Four or more years in supervising employees. Six or more years of management in a computer facility. Two or more year of experience in lab management at an institution of higher education. Experience in project management and customer service.	Additional relevant experience.
License/Certification		

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

### POSITION SUMMARY

The Associate Director (A.D.) supervises, administrates, and facilitates the operation of all general-purpose computer laboratories on the university campus, including both open access labs as well as teaching labs. Such work includes working with faculty to understand their academic needs, supervising and approving the preparation of labs for the start of an academic semester, establishing a work plan that insures exemplary customer service for lab users during the semester, developing operational schedules for labs and lab staff, and monitoring and reporting the usage and productivity of labs. The A.D. works with technical specialists from University Computing and Telecommunications to insure that lab needs are appropriately addressed. The A.D. represents the university in UH-System attempts to devlier lab services to students enrolled in distance education courses. The A.D. develops and recommends lab policies and procedures. The A.D. recommends long range plans for the labs and their academic services.

Duties and responsibilities	% Time
Supervise, administer, and facilitate 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. Such duties might include the day to day operations of one or more labs in the function of a Computer Laboratory Manager as well as supervising operations of additional labs.	55
Gather and report statistics on lab usage, lab efficiencies, progress toward strategic and operational goals. Work with UCT's Associate Director, IT, Planning & Assessments to plan, assess and budget for the labs.	15
Establish and coordinate lab needs with faculty, other UCT components, and other university offices.	10
Develop and implement operational plans to provide exemplary customer service in the labs and to	10

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.	10

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