

# University of Houston – Clear Lake

## Position Description

Job Title: **Computing Lab Systems Coordinator**

Job Code: **3992**

Pay Grade: **004**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

|                       | REQUIRED  | PREFERRED  |
|-----------------------|---|--|
| Education             | Bachelor's degree in a computer-related discipline such as Management Information Systems or Computer Science.  | Advanced classes toward a Master's degree in related discipline.                                     |
| Experience            | Three years work experience in supporting computer hardware, software, and infrastructure technologies, network-domain environment with multiple computers and varied users with roaming profiles. Three years work experience with Mac OS operating system. One year managerial operational experience in higher education, multiple computer lab environment; addressing all faculty and student needs. | Five years experience in higher education relating to lab management and Mac support.                |
| License/Certification |   | Apple Certified System Administrator (ACSA) and/or Microsoft Certified Systems Administrator (MCSA). |

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

### POSITION SUMMARY

The Lab Systems Coordinator is responsible for administering, researching, testing, and implementing all systems and infrastructure processes within the Computing Labs. This position coordinate all technical activities such as the imaging processes like Ghost Enterprise Suite, Deepfreeze Enterprise, and Mac OS X NetBoot, NetInstall and Apple Remote Desktop tools. Responsibilities include maintenance and optimization of Active Directory, Microsoft Clustering, file and print services, Mac servers, and lab servers. The position works closely with the network infrastructure, systems programming, DBA, and application development staff to ensure optimal operation of labs. The position will create procedures for server operations and will be a resource for campus Mac users and departments. This position will support Macintosh computers in LAN-based environments; provide top level technical support for users as needed, and provide Apple server administration support for labs and other departments as needed. This position will provide training to lab staff as needed. The position may be on call and will be expected to resolve issues disrupting labs processes.

Duties and responsibilities

% Time

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|---|----|
| Coordinate and direct all current and future technical processes impacting the labs systems; implementing, configuring and monitoring all technical assignments and test and recommend new and feasible technologies within the labs. Assume the lead in the use of all desktop management, imaging, and automation tools within the Labs. Collaborate with other ucr areas to resolve or implement systems and infrastructure technologies as needed. Maintain a strong level of knowledge of PCs Macs, and their peripherals, and operating environment utilized for the troubleshooting of software and hardware. Maintain a strong level of knowledge in the installation of operating systems and software and the configuration of newly machines and servers. Have a strong working knowledge of Symantc Ghost software to be able to build, push, and manage computer and | 70 |
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| <p>software images. Interface with vendors for the purpose of troubleshooting and problem resolution. Interact with students, faculty and staff regarding computing needs, troubleshooting and problem resolution. Provide assistance to the Lab Managers in the receiving and distribution of new equipment and software. Help in maintaining labs machines to ensure it is in proper working order. Ensure that preventative maintenance schedule on systems and peripherals are maintained. Comply with all standards, procedures, and controls as established. Help construct and maintain the operations documentation on job streams and other tasks as assigned. Provide training to Lab Specialists and other Technical staff as needed to assist in the maintaining standards developed by the department.</p> |    |
| <p>Report to the Associate Director of Systems/Network Infrastructure and perform current and future Computing Lab Systems Administration and Networking functions.</p>   | 20 |
| <p>Report to the Associate Director of Systems/Network Infrastructure and provide high level campus wide assistance on Mac Server Administration and Mac support.</p>   | 10 |

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