## Position Description

<table>
<thead>
<tr>
<th>Requisition Number:</th>
<th>03024770</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number:</td>
<td>02024405</td>
</tr>
<tr>
<td>Dept:</td>
<td>VP - INFO &amp; EDUCATIONAL TECH - 061425</td>
</tr>
<tr>
<td>Position:</td>
<td>STUDENT &amp; TRAINING LEAD - COMPUTER LAB MANAGER</td>
</tr>
<tr>
<td>Approved Payroll Title Code:</td>
<td>4804</td>
</tr>
<tr>
<td>Approved Payroll Title:</td>
<td>COMPUTER RESOURCE SPECIALIST II</td>
</tr>
<tr>
<td>Approved MSP Salary Grade:</td>
<td></td>
</tr>
<tr>
<td>Approved PSS Salary Grade:</td>
<td>0</td>
</tr>
</tbody>
</table>

### POSITION DETAILS

**Job Summary:**
This position serves as a Computer Lab Manager, one of the staff that manages the 18 IET computer rooms with ~40 Printers and ~570 PC and Mac computers. Under close supervision, manage computer rooms and student employees to ensure clients’ needs are being met. Act as liaison with faculty who teach in the computer classrooms. Coordinate the unit's overall student management processes and procedures. Manage the unit's student training program and coordinate multiple training events. Lead students who provide operational support for the unit.

**Campus Job Scope:**
This position supports the campus computer rooms, which are used by over 25,000 clients and house 13,500 hours of instruction per year.

**Department Specific Job Scope:**
Lead to:
SA IV 6 (15 Part time Casual/Restricted)
SA III 2 (5 Part time Casual/Restricted)

**Positions Supervised:**

**Essential Responsibilities:**

<table>
<thead>
<tr>
<th>40% COORDINATE CLM-WIDE STUDENT PROCESSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for CLM’s student management processes, including (1) coordinating student recruitment, interviewing and hiring of qualified applicants, (2) interacting with campus HR and payroll to ensure CLM’s student HR processes integrate with the policies of IET HR and ARM Payroll Shared Service Center, and (3) overseeing student performance management.</td>
</tr>
</tbody>
</table>

| Lead the student group that performs unit business and operational support. Analyze and develop policies, procedures, and training documents. Facilitate key assignment and distribution for CLM students in coordination with the departmental facilities coordinator. Improve business processes in terms of efficiency, cost effectiveness, and maximization of staff utilization. |

| Oversee computer classroom reservation system, including student employees who process reservation requests. Audit Banner and CLM’s reservation systems to |
identify and rectify any scheduling conflicts. Analyze reservation trends and make recommendations of how best to meet campus demand for computer classrooms.

30% MANAGEMENT OF COMPUTER ROOMS
Manage several campus-wide computer rooms. Ensure that hardware, software, and other components of computer rooms are fully functional and meet the clients’ needs. Install, configure, and test operating systems and other applications. Develop and deploy solutions to any special instructional needs of the computer rooms and campus faculty. Identify, analyze, and implement solutions to support instruction in the computer classrooms. Research and evaluate new technologies for incorporation in the computer classrooms.

Lead Computer Room Consultants (CRC) who work in computer rooms, including working with the Manager on hiring, releasing, and day-to-day performance management. Develop policies, procedures, and training documents. Work with other lab managers to provide technical and customer service training.

30% OVERSEE STUDENT TRAINING PROGRAM
Coordinate the technical and customer service training for approximately 70 Computer Room Consultants as part of Computer Lab Management's annual CRC BootCamp. Also manage the quarterly training programs throughout the year for the student CRCs and CRC Supervisors. Analyze training subjects and courses, coordinate instructors and instructional materials for classes, and analyze effectiveness of training.

Physical Demands:
Sit at a computer for extended periods of time.

Vacation is restricted during peak work periods.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity check.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space. Additional information and specifics regarding the policy are available at http://breathefree.ucdavis.edu/index.html.

Background Check:
Yes

QUALIFICATIONS

Minimum Qualifications:
- Organizational and supervision skills to supervise students in a mission-critical environment with strict deadlines, complex scheduling requirements.
- Experience hiring staff; specifically interviewing and selection skills.
- Broad experience with Windows, Mac OS X, and common applications (including Microsoft Office, Adobe Creative Suite, web browsers, etc.) in order to provide student training.
- Training skills to teach small and large groups and create training documents to assist users to learn the use of hardware and software.
- Experience translating complex technical concepts into non-technical information easily understood by a layperson.

- Experience with independent determination of priorities and managing multiple priorities simultaneously.

- Experience in dealing effectively with the public.

- Customer service skills to provide professional and courteous service to campus clientele.

- Knowledge of the UNIX operating system. Experience using a UNIX operating system (for example Solaris, Linux, or OpenBSD).

Preferred Qualifications for Selection:

- Ability to read, interpret, and analyze departmental and campus policies and procedures.

- Ability to develop and document unit policies that integrate with the campus polices.

- Ability to independently learn and apply new technologies or applications quickly.

- Experience managing public access computer lab environment.

- Experience in installing and upgrading Mac OS X and Windows systems in a public computing lab environment. Ability to identify and resolve software problems.

- Skills to configure software imaging and file system management tools such as Radmind, DeepFreeze or Ghost.

- Analysis, evaluation, critical thinking, and problem solving skills to identify and develop solutions for technical, organizational, and human resource issues.

- Experience working in the design and use of instructional space for teaching and learning.

- Familiarity with accessibility hardware and software. Knowledge of applicable accessibility laws (Americans with Disability Act, Section 508 of the Rehabilitation Act of 1973, etc) and how they apply to computer classrooms and computer labs, and the software served on those systems.

Expectations

Job Expectations

- Performs well under stressful conditions, such as independently performing multiple tasks under limited time frames, without direct assistance and working effectively with many interruptions.

- Demonstrate commitment and support of the UC Davis Principles of Community.

- Absorb quickly technical material related to hardware and software.

- Accountable for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

- Use tact and diplomacy when interacting with a wide range of administrators, faculty, staff, students, and external organizations such as vendors and other University campuses.

- Learn campus policies and procedures for business practices.

- Establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.

- Learn and apply new technology and willingness to develop skills to promote professional growth.

- Routinely stay in communication with technical staff at other organizations to
stay abreast of computing developments and resources available over the network.
- Attend conferences, classes, and exhibits, get involved in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning that will all be referenced in evaluating the your initiative in this area.
- Independently follow projects through to successful completion with a high degree of quality.
- Work occasional weekends and evenings
- Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and personal protective equipment process and complete required safety training. Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director promptly.