

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Computer Laboratory Systems/Information Services Manager

Code: 19377

Salary Grade: 59

FLSA Status: Exempt

Department/Division: Job Available in different departments/divisions

Reports To: In accordance with specific departmental policies

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## *Summary*

- Function: To provide management and leadership for user assistance services and/or information systems laboratories for specialized instructional and/or research applications.
- Scope: Responsible for managing laboratory operations including scheduling, user assistance, hardware and software management and planning for future needs.

## *Duties*

- Typical:
  1. Manages the day-to-day operations of computer laboratories and facilities in support of faculty, students and research. Maintains lab schedules.
  2. Supervises lab staff, including hiring, training, scheduling, counseling, evaluating and development.
  3. Maintains current knowledge of IT applications for department; researches and recommends hardware and software for purchase. Provides specialized support for department specific programs, systems and applications.
  4. Maintains and manages inventory records for department IT inventory; conducts annual inventory; serves as liaison to accounting/inventory control and follows policies and procedures.
  5. Administers department website development, updating and maintenance.
  6. Researches, evaluates, implements, and maintains security measures for departmental computer laboratories, facilities, and inventory.
  7. Provides direct service, training and assistance for students and faculty.
  8. Performs additional duties as assigned.
- Periodic:
  1. Evaluates future needs for departmental computer labs and facilities; provides analysis and feedback to department administration.

### *Education*

| <b>Required</b>                                                                                                           | <b>Preferred</b> |
|---------------------------------------------------------------------------------------------------------------------------|------------------|
| Bachelor's degree from an accredited institution in Information Systems, Computer Science, or a technology related field. | N/A              |

### *Other Requirements*

| <b>Required</b>                                                                                | <b>Preferred</b>                                                                                                      |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Knowledge of and/or experience with a wide variety of personal computer hardware and software. | Knowledge of and/or experience with personal computer hardware and software utilized by the department of assignment. |
| Knowledge of operating systems, productivity software, and troubleshooting.                    |                                                                                                                       |
| Criminal Background Check (CBC).                                                               |                                                                                                                       |

### *Experience*

| <b>Required</b>                                              | <b>Preferred</b>                                   |
|--------------------------------------------------------------|----------------------------------------------------|
| Two years of support experience in a computer related field. | Similar experience with customer/user interaction. |
|                                                              | Supervisory experience.                            |

### *Equipment*

| <b>Required</b>                                                                      | <b>Preferred</b> |
|--------------------------------------------------------------------------------------|------------------|
| Use of personal computers, servers, Microsoft Office, and standard office equipment. | N/A              |

### *Working Conditions*

| <b>Usual</b>                                  | <b>Special</b>                                                          |
|-----------------------------------------------|-------------------------------------------------------------------------|
| Standard office and computer lab environment. | May involve some lifting and moving of computer hardware and equipment. |

### *Supervision*

| <b>Received</b>                                                                                      | <b>Given</b>                                                      |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Exercises independent judgment based on extensive technical or specialized knowledge and experience. | Direct supervision of assigned full-time and part-time personnel. |

### *Accuracy*

|                                                |
|------------------------------------------------|
| Proficiency in all phases of duties performed. |
|------------------------------------------------|

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.