

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Instructional Computing Specialist Supervisor

Unit: Supervisory and Professional

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Job Code: D1908
Original Date: 09/2015
Last Revision: 09/2015
Staff Type: Classified
FLSA status: Exempt
Salary Range: 11

DEFINITION

Under the general supervision of a Dean or designee, maintain, monitor, and grow the campus instructional network in order to provide a variety of services to faculty and students; install, upgrade, and maintain information technology systems; manage and maintain web servers and virtual infrastructure; design and document network and information technology systems. Plan and supervise staff to ensure the operation and maintenance of a complex instructional computer lab.

EXAMPLE OF DUTIES

1. Assist faculty and administration in determining and implementing future directions for technology support. Review, test, analyze, and pilot new technologies.
2. Research, plan, and manage the installation, patching, upgrading, and maintenance of information technology systems, including virtual infrastructure.
3. Ensure adequate back up procedures are in place.
4. Design and document network and information technology systems.
5. Develop technical and operational procedures. Communicate and coordinate with help desk and campus staff to resolve issues. Work with other district information technology personnel to ensure integrated outcomes.
6. Supervise the daily operations of complex instructional computer systems, scheduling and assigning work to ensure continuous learning in the campus labs and classrooms.
7. Train, supervise, and evaluate performance of assigned staff. Assist and train staff with technical issues.
8. Identify, analyze, and resolve problems related to computers and networks throughout all college labs. Oversee the maintenance of all college academic computing equipment.
9. Establish and maintain standard configurations for computers, peripherals, and networks throughout the campus.
10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Computers, server hardware, and related operating systems, including Windows and Linux.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- General security concepts and procedures.
- Network protocols, routing, network services, virtualization technologies, active directory, and switch configuration concepts and commands.
- Principles and practices of supervising and training technical staff.

Principles and practices of project management.
Principles, practices, and terminology used in the computer science field, particularly pertaining to instructional labs.
Safety regulations involving computers and peripherals.
Technical aspects of field of specialty.

Skills and Abilities:

Analyze situations and determine effective course of action.
Assist in determining and implementing future directions for technology support.
Communicate effectively both orally and in writing.
Communicate technical issues to a variety of users.
Demonstrate creative problem solving.
Document complex computer configurations.
Establish and maintain effective working relationships with others.
Establish priorities and meet schedules and time lines.
Maintain education and knowledge on updates in technology.
Maintain records and prepare reports.
Maintain working condition and security of computer lab equipment.
Manage technical staff; provide work direction.
Plan, organize, and supervise work.
Plan and manage projects to automate repetitive tasks.
Review, test, analyze, and pilot new technologies.
Train and motivate personnel.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: an Associate's degree in Computer Science or closely related field and two years of increasingly responsible experience in computer science in an instructional setting, as well as a minimum of one year experience coordinating and supervising technical personnel.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category II. May occasionally require considerable physical exertion, stamina, and flexibility: subject to working in cramped areas, climbing, and crawling. Must be able to lift and carry 50 lbs.

Environment:

Favorable, involves instructional laboratory settings and office environments.