

The University of Akron
Classification Specification

Job Title:	Lead Computer Lab Support Specialist	Job Code:	43442
Job Function:	Staff	Grade:	119
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology Division	Date:	1/08;1/04;7/00

Job Summary:

Supervise an assistant lab manager and several student assistants while performing administrative duties related to networks and labs. Maintain and install network equipment, provide technical support for students and faculty, and maintains equipment, software, and supplies.

Essential Functions:

40% Provide technical and operational assistance to students and departmental faculty including demonstrating media equipment usage and supplying hardware and software support.

30% Supervise computer labs while maintaining all systems, servers, networks, and application software/hardware. Secure network and critical servers from external or internal attack or damage.

10% Select and purchase new equipment in addition to installing and planning new software and networks. Maintain, repair, and upgrade existing networks, labs, and faculty/staff computers.

10% Provide training and instruction to the assistant lab manager and student assistants in various activities including using network and application software/hardware, operational support, signing out media equipment, and grading student media projects.

5% Establish employee work schedules, administer the department's web site, create student databases, and produce forms and signs to be used in computer labs.

5% Participate in University-wide committees and teach seminars on the use of computer systems.

Education:

Requires a relevant Associate Degree.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 4 years experience in the use of networks, hardware, software (Windows NT, Windows 95, and UNIX). Incumbent should have experience with repair and troubleshooting of hardware and software for personal computers and servers. Ability to manage lab and student assistants is required along with record keeping skills for networks and labs (i.e., inventory and property clearance). Supervisory experience preferred.

Leadership:

Direct supervision as a first-line supervisor over exempt staff (and non-exempt staff, if applicable).

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.