

# **COMPUTER LAB DEPARTMENT HEAD**

**(Range 118)**

## **DEFINITION**

Performs work in the coordination and supervision of activities of a Computer Lab and provides assistance, training and problem solving support to Computer Lab users and staff.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Branch Manager.

Exercises direct supervision over Computer Lab staff.

## **ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Ensures the efficient operation of a Computer Lab by monitoring system and equipment performance.
2. Participates in interviews and selection of department staff.
3. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, disciplining, and completing performance evaluations.
4. Interacts extensively in person, and over the telephone with patrons, District-wide staff and management.
5. Performs routine troubleshooting on all Computer Lab equipment and submits trouble tickets for problems.
6. Interprets and implements Library District and Department procedures.
7. Prepares, submits, and maintains the Computer Lab's budget and adheres to the established Library District objectives in such.
8. In coordination with the District's Adult Services Librarian (Training) and Computer Lab Training Specialist, conducts training sessions for the general public.
9. Prepares and writes grants.
10. Coordinates and supervises special projects which may include evaluation of software for Computer Lab.
11. Performs record keeping tasks in inventory control.
12. Collects data and prepares reports on Computer Lab activity.
13. Creates long-term strategies for the utilization of Computer Lab to meet District priorities, goals and objectives.
14. Solves routine and non-routine issues and difficult situations that arise to include software, hardware, and procedure problems.

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15. Provides public service in the Computer Lab.
17. Operates library and general office equipment including but not limited to: copy machine, telephone, and facsimile machine.
18. Maintains a safe environment for both patrons and staff.
19. Utilizes Windows based programs, word processing programs, spreadsheet programs, and other software applications associated with Computer Lab equipment.
20. Utilizes personal computers, IBM compatibles, peripheral equipment, the Internet, and e-mail.
21. Attends or conducts department and other miscellaneous meetings.

**Marginal Functions:**

1. Moves Computer Lab equipment and materials as needed.
2. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. IBM compatibles and library automation software.
2. Flatbed scanners, projectors, laser/ink jet printers, CD drives and other associated peripheral equipment.
3. Windows based programs, word processing programs, spreadsheet programs, and other software applications associated with Computer Lab equipment.
4. LAN's, CD-ROM products, multimedia work stations, and remote access systems.
5. Effective supervisory principles and methods.
6. Instructional principles and lesson plan development.
7. Report and record keeping principles and procedures.
8. Library District, Branch, and Department policies and procedures.
9. Library District terminology and functions.
10. Correct English usage, spelling, punctuation, and grammar.

**Ability to:**

1. Interact in a positive manner with patrons in a fast paced stressful environment.
2. Recognize equipment malfunctions and software errors, and provide efficient response.

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3. Provide effective training to staff and public in use of automated systems equipment and software.
4. Accept and manage change and maintain flexibility.
5. Work quickly and accurately.
6. Work both independently and as part of a team.
7. Maintain effective working relationships with those contacted during the course of work.
8. Organize and review work for efficient results and accuracy.
9. Understand and follow oral and written instructions.
10. Communicate clearly and concisely, both orally and in writing.
11. Maintain the mental capacity for effective interaction and communication with others.
12. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
13. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment.

**Skilled in:**

1. Use of library and general office equipment.
2. Use of Windows, word processing programs, spreadsheet programs, and other programs.
3. Use of IBM compatibles, scanners, projectors, laser/ink jet printers, and associated peripheral equipment.

**QUALIFICATIONS**

**LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT**

**Training and Experience:**

Bachelor's Degree required; a minimum of two (2) years experience training and/or instruction to users on personal computers and software operations required; and one (1) year of supervisory experience required; and demonstrated ability to effectively supervise and motivate subordinate staff, and to develop and maintain positive relationships with library customers and patrons, district-wide staff and management, and others in the performance of duties required; demonstrated ability to provide customer service and conduct training to users on personal computers and software operations required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting, carrying, or moving moderately heavy (20 - 50 lbs) items and occasionally very heavy (100 pounds or over) items; the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment calling for full coordination of sensory and manipulative ability in order to achieve full production to acceptable standards the manipulation of multiple controls, fine adjustments or both; or the sustained operation, of such devices associated with equipment used to perform tasks required of the position.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

**Environmental Requirements:**

Tasks are performed with frequent exposure to adverse environmental conditions.

<b>FLSA</b>	<b>NON-EXEMPT</b>
<b>CBA</b>	<b>SUPERVISOR I</b>
<b>DEVELOPED:</b>	<b>JANUARY 11, 2001</b>
<b>REVISED:</b>	<b>JULY 17, 2007</b> <b>JULY 1, 2013</b>