

Job Title: Lab Coordinator
Department: Microcomputer Services (MCS)
Supervisor: Microcomputer Services Manager
Date: March 2006
Updated: April 2008

A. PURPOSE OF THE JOB:

To manage the operations of the Texas A&M University-Corpus Christi Foreign Language Laboratory and perform student personnel human resources management support for the department in a manner that assures efficient and accurate customer service support for the University community including; students, faculty, staff, and visitors of the campus.

B. DUTIES:

This is a middle management position requiring a range of skills in the field of personnel management, multi media instructional materials development, equipment management, organizational, and communication strengths. The range of duties is related to the planning and execution of operations that assure streamline delivery of services to the campus community, the student body, faculty, and staff who telecommute via our online courseware system, WebCT.

1. Major Duties:

- a. The incumbent is responsible for coordinating, training, and staffing Microcomputer Services (MCS) lab support and WEBCT help desk support to assure efficient operation of the computer labs and telephone helpline,
- b. Reviews the needs of the MCS operations and determines Human Resources requirement for efficient operation,
- c. Posts job openings with Career Services, screens and interviews candidates, hires and processes all required Human Resources documents including payroll account creation,
- d. Provides continuous training for student employees,

- e. Supervises performance and attendance,
 - f. Schedules employee tasks,
 - g. Mediates personnel issues,
 - h. Provides guidance in goal setting and achievement for students and staff, and
 - i. Manages all payroll data within the department.
2. Other major duties: in cooperation with the first year Spanish program coordinator, the incumbent develops lab assignments that correlate with the concepts taught in the class and;
- a. Maintains attendance recording database, generates reports, provides other important student performance data to professors when needed, and
 - b. Makes recommendations for equipment, furniture, and software purchases for the lab.

Note: *In efforts to perform the above with efficiency, it is a primary responsibility of this position to participate in continuous training and communication with involved parties that ensures the lab environment is safe and conducive to the accomplishment of the TAMU-CC academic mission,*

3. Occasional and subordinate duties:
- a. Maintenance of electronic hardware (assists MCS computer maintenance personnel when needed),
 - b. Production coordination of video, audio, and graphic art projects when needed,
 - c. Event planning, and
 - d. Grant writing.

C. KNOWLEDGE AND SKILLS:

1. Required education: a Bachelor's Degree in the field of foreign language acquisition and a Master's Degree in a field related to foreign language acquisition.

2. Skills required:

- a. Ability to teach the concepts covered in the beginning and intermediate Spanish courses,
- b. Ability to develop enrichment lessons that enhance learning of the concepts presented in the foreign language classes,
- c. Ability to create, via the use of digital and analogue technology, instructional and promotional videos that are used to facilitate learning,
- d. Ability to evaluate field related hardware, software, audio visual materials, make purchase recommendations, and
- e. Training and experience in personnel management.

D. FISCAL RESPONSIBILITY:

The incumbent is responsible for and has advisory authority for the planning, preparation, and implementation of funds allocated for foreign language lab computers, furnishings, software, audio/visual equipment, and resources.

E. APPLICATION OF KNOWLEDGE AND SKILLS:

The position requires continuous dependence on the knowledge and skills previously defined for the efficient execution of the duties described.

F. SUPERVISION:

The incumbent has administrative authority over the student employees of the MCS department. This requires direct supervision of the student employees that perform the day-to-day operations of the computer labs in the instruction labs and the foreign language lab.

G. EXTENT OF PUBLIC CONTACT:

1. Within the University: daily contact occurs with students, faculty, and staff.
2. Outside the University: daily contact occurs with a wide variety of non-University personnel. Though not everyday, typical contacts include a variety of vendors (city, state, outside the state, telephone, etc.), personnel from other state agencies, and schools.

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3. Occasionally: recruiting persons from in and out of the University for projects.