

Warren Wilson College

POSITION TITLE: Computing Services Manager

REPORTS TO: Vice President for Administration and Finance

DEPARTMENT: Computing Services

POSITION SUMMARY:

The Computing Services Manager is responsible for the general oversight of the Computing Services Office and serves as the administrative lead. The Computing Service Manager will work with faculty in the use of multimedia and instructional technology. The Manager is responsible for the overall supervision of staff and student positions. The Multimedia Crew will work under the direction of the Computing Services Manager in maintenance of all instructional technology on campus. The Computing Services Manager will act as supervisor, trainer and mentor to these students.

SPECIFIC RESPONSIBILITIES:

1. Supervises the daily operations of the Computing Services office and the Multimedia Crew.
2. Oversees daily operations of teaching labs and multimedia classrooms.
3. Maintains the instructional technology infrastructure.
4. Supports faculty in the use of instructional technology.
5. Supports the servers that store instructional technology data
6. Trains and supervises a student work crew in the maintenance, use, upgrading, and installing multimedia and other teaching technology.
7. Specifies and orders computer and multimedia technology.
8. Manages the computing services and network budgets.
9. Evaluates and/or recommends purchases; has strong influence on purchasing process.
10. Participates in committees and college functions as appropriate
11. Performs other related duties as requested.

WORKING CONDITIONS:

1. Shared office environment.
2. Able to access office and academic buildings, that may not have elevators and are located on uneven terrain; and lift up to 50 pounds.

QUALIFICATIONS:

1. A bachelor's degree with two years of experience or five years of experience.
2. Extensive hands-on knowledge of PC and Macintosh hardware, operating systems, and software is required.
3. Experience with instructional technology in a college environment is required.
4. Master's degree in instructional technology or a related field is highly desirable
5. Experience with PC and Macintosh multimedia applications is highly desirable
6. Must possess strong interpersonal and communication skills; be capable of writing purchase justifications, training users in complex topics, making presentations to an

internal audience, and interacting positively with upper management and computing services clientele.

7. Prior supervisory experience is desirable