



<b>Position Title:</b>	Computer Courtyard Manager		
<b>Reports To:</b>	Director		
<b>Department:</b>	Learning Resources/Computer Courtyard	<b>Job Code:</b>	4503
<b>Prepared By/Date:</b>	Peter Talley/09-04-2009	<b>Job Group:</b>	SNE
<b>Approved By/Date:</b>	John Vassilou/09-04-2009	<b>Salary Grade:</b>	10
<b>Revised:</b>	Jennifer C. Brito/09-8-2009	<b>FLSA Status:</b>	Non-Exempt

**Summary:**

The Computer Courtyard Manager is responsible for providing coverage of the front desk area of the Computer Courtyard and assist students with their student account related issues, printing needs, and group study reservations. They also provide training, guidance, and supervision to part-time and student assistants staff members.

**Essential Duties and Responsibilities:**

- Assist the Computer Courtyard Director in the definition and applications of general policies
- Schedule, organize, and supervise personnel to ensure the proper functioning of the center
- Ensure that computing resources are utilized in a responsible and ethical manner, and according to MDC's policies and procedures
- Provide quality customer support services
- Assist with the proper functioning of the equipment and peripheral devices
- Maintenance, trouble shooting and detection of malfunctioning of equipment and referral to the appropriate resources for immediately solutions
- Emphasis on the correct use of network applications and network operating systems
- As fundamental part of Miami Dade College's Mission, provide support services to the students and assist them with their technological needs
- Recommendation of the implementation of special software applications, according with students needs
- Organize internal workshops for staff in the basic use of computers and the basic software applications required to complete their assignment and use the computers in appropriate manner
- According with special and specific needs, recommendation of the workshop to the personnel under our responsibility
- Assist the Administrative Assistant with payroll process by ensuring staff logging in their hours when on duty
- Performs other duties as assigned

**Knowledge, Skills and Abilities:**

- Understand the fundamentals of various software programs to assist students and faculty in the use of them
- Assist students, faculty, and staff with the multimedia resources and equipment housed within the Computer Courtyard areas and computing resources
- Be acquainted with background knowledge in many areas of multi-disciplinary subjects in helping students in their preparation of research paper and assignments
- Respond quickly and effectively to any problems that may arise
- Work in a culturally diverse environment and be able to work with minimal supervision

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associate's Degree and four (4) years of experience in Media Services and or computing or equivalent combination of education and experience.
- Must have basic understanding of computers in a network environment and be proficient in Microsoft Office and other software applications
- Be acquainted with background knowledge in many areas of multi-disciplinary subjects in helping students in their preparation of research papers and assignments
- Provide professional, courteous, and prompt customer service to students, faculty, and community

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name