UNIVERSITY OF CAPE TOWN

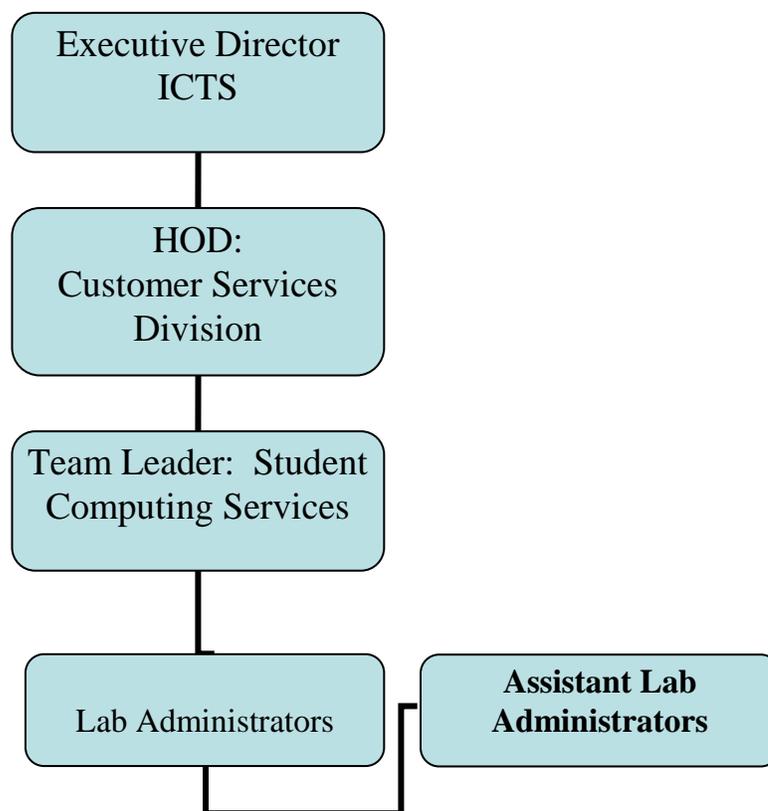# JOB DESCRIPTION

Payclass: 6   Post Code No: *Various*

1. JOB TITLE :   ***Assistant Computer Laboratory Administrator***

2. DATE :   ***29 May 2007***

3. DEPARTMENT :   ***Customer Service Division,***
                          Information & Communication Technology Services

4. <u>ORGANISATION CHART</u>: This shows this job in relation to jobs at a higher level, similar level and lower level within the structure of the department

```
        ┌─────────────────────┐
        │  Executive Director  │
        │        ICTS          │
        └─────────────────────┘
                   │
        ┌─────────────────────┐
        │        HOD:          │
        │  Customer Services   │
        │      Division        │
        └─────────────────────┘
                   │
        ┌─────────────────────┐
        │ Team Leader: Student │
        │  Computing Services  │
        └─────────────────────┘
                   │
   ┌──────────────────┐   ┌──────────────────┐
   │ Lab Administrators│──│  Assistant Lab   │
   │                  │   │  Administrators  │
   └──────────────────┘   └──────────────────┘
```

5. <u>BASIC FUNCTION:</u> This is a short, concise description of the function (and purpose) of the job.

    The purpose of the job is to assist with the overall smooth operation of the student computing labs managed by the Laboratory Administrator. The core of the Assistant Lab Administrator's job is to provide first-line support to users of the lab, including students and academics.

6. <u>ACTIVITIES AND RESPONSIBILITIES:</u> This lists in order of importance the main working activities (and responsibilities) of the job. Note that each function or activity starts with an action verb. Such as: organise, supervise, design, construct, service, clean. The % of the time of the

whole job shows the proportion of a day/a month/a year that each activity and responsibility makes up, e.g. once a day, twice a year.

Description of activity and/or responsibility   % of time of whole job

Ensure the smooth functioning of the labs (65%)
- ***Assist students with the use of computers and standard software.***
- ***Ensure that hardware, software and items of furniture are in good working order, performing first line troubleshooting and maintenance and logging calls with service providers to have any faults repaired.***
- ***Log support requests in the Call Management System.***
- ***Maintain security measures to prevent theft and damage.***
- ***Maintain efficient printing facilities. Where required, collect money for print credits.***
- ***Provide additional services to students, such as scanning, CD/DVD sales and writing, etc.***
- ***Enforce the laboratory rules, as laid down by the lab owners.***
- ***Assist with building images on lab PCs.***

Improve services (10%)
- ***Assist with upgrades to the labs including testing of images and reporting errors.***
- ***Assist the Lab Administrator to complete project work according to a detailed project plan, from the initial planning phase to the final implementation and documentation.***
- ***Assist the Lab Administrator with orientation week and other Faculty open days***

Assist the Lab Administrator to train lab assistants on procedures and policies. (10%)

Provide backup for the Laboratory Administrator. (10%)

Liaise with lab owners and users (students and academic staff) with regard to operational issues. (5%)

The exact nature of these activities varies from lab to lab. However, the basic job activities and responsibilities as stated above are arranged by level of difficulty.

Note: In a changing organisation like UCT, the content of this job description may change from time to time. The accepted and approved Job Evaluation procedures as contained in the Staff Manual provide for significant changes to a job description to be dealt with appropriately.

JOB EVALUATION

7.   UNDERLINE DECISION MAKING
DECISIONS are choices between alternative actions.
DECISION MAKING is the process which takes place before the action or commitment to action.

Examples of decisions involved in the job:

How do I handle a student disciplinary problem i.e. should I disable the student's network account?

Should I escalate this operational issue to the Lab Administrator?

How do I ensure safety and security for students and staff in a high volume environment?

8.   PRESSURE OF WORK refers to the strains and stresses the employee experiences in doing the job. These arise from:

(a)   the volume and complexity of the work to be performed in order to make decisions and meet deadlines
(b)   the general sense of urgency in meeting deadlines
(c)   uncertainty as to the correctness of the decisions taken

Examples of the pressure of work involved in the job.

The academic year is seen by many academic staff as too short to achieve their goals. For this reason, the slightest disruption of service assumes crisis proportions.

The general sense of urgency is great as students are normally held up in their work until the problem has been resolved.

Employees suffer the stress of dealing with students and staff who are themselves sometimes extremely stressed.

The ratio of customers requiring support to staff is so high that one often feels torn between many demands and unable to spend as much time dealing with a given issue as it might need.

Planned work may be disrupted by unpredictable events such as equipment breakdowns or user problems.

9.   CONTROLS AND CHECKS (SUPERVISION)
Examples of the frequency and nature of control to which the job is subject and how and when it is checked. (i.e. by the Superior, peers, the incumbent and by other people)

There is regular daily interaction between the Laboratory Administrators.

Regular goal setting and performance review sessions are conducted by the Team Leader and Lab Administrator, in line with the University's Human Resources policy.

The Assistant Laboratory Administrator is likely to receive feedback very quickly from staff and students if service levels are unsatisfactory.

The Assistant Lab Administrators are directly supervised by the Lab Administrators; however, their position requires that they must be relied upon to be professional, trustworthy, competent and capable of making appropriate decisions. This is particularly true when the Lab Administrator is called away to another computer lab, or is permanently located elsewhere.

10. <u>VIGILANCE AND CONSEQUENCE OF ERROR</u>
Examples of parts of the job where there is a need to be especially vigilant (e.g. to detect mistakes, unusual trends etc); information used to sense that deviations from set standards are occurring, or to anticipate problems; and of what losses (financial or otherwise) could be incurred as a result or an error on the part of the incumbent?

Not following operational procedures and processes can cause disruption of teaching and learning, which will impact large numbers of students and staff.

Vigilance and follow-up is required to ensure that broken equipment is correctly repaired as soon as possible.

Failing to provide services to students could cause them to be unable to complete their academic work on time.

11. <u>EDUCATION</u>
The level of essential formal training that an <u>outsider</u> would require to do the job.

Assistant Lab Administrators should have at least Grade 12. Relevant computing qualifications (e.g. Certified Novell Administrator (CNA), A+, Microsoft Office use qualifications or Electronics e.g. NTC4) would be an advantage.

12. <u>EXPERIENCE</u>
The minimum period of time for an individual (with the education described above) to acquire the necessary practical experience which would enable him/her to assume <u>full</u> responsibility for the job and to perform it satisfactorily?

Related appropriate experience <u>outside the job</u>: ***One year.***

Related and appropriate experience until he/she can be termed fully effective in the job: **six months**