



Job Description

Job Title: Manager – Instructional Support

JTC: CQB

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for assisting with the day-to-day functions of a segment of work, a sub-section of an organization, or a functional area within an organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction or oversight of a business unit, division, department, or an operating unit within an organization with or without reporting staff. Plans and maintains work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the organization.

Assists in the establishment and implementation of efficient administrative policies, programs and procedures; develop strategic goals and objectives for area(s) of responsibility in conjunction with strategic direction, mission and goals of business unit or organization.

Demonstrated ability to work effectively with both internal and external groups with a cultural, racial and ethnically diverse background; strong commitment to world-class customer service.

Recognize emerging trends in area(s) of expertise and prepare for changes that may occur as a result of these trends. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget.

Manages the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate degree plus three (3) years of related work experience. Official transcripts are required.

***Will be subject to a criminal background and/or fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the daily operations of assigned student lab(s), by providing day-to-day problem resolution and coordination of lab services. Follows policies and procedures established by the District. Manage and monitor students in the computer lab during open lab periods.

Secures all laboratory resources, equipment, and materials and maintains and replenishes inventory. Programs and prepares laboratory simulations/exercises necessary for demonstration and other related skills. Responsible for reports, proposals and recommendations related to lab functions, regarding the usage of resources, or related information for use in short and long-range planning.

Build, maintain and encourage productive working relationships with faculty and divisions in developing, administering, and coordinating appropriate student services for the lab, including orientations. Assists students through clarification of simulation assignments and lab exercise through direct interaction in a lab setting environment or via electronic communication for a distance learning course.

Responsible for troubleshooting lab hardware/software issues; ensures proper maintenance and request service repairs as deemed necessary. Develops, customizes, and maintains a variety of spreadsheets and files utilized to provide comprehensive information to management and provide documentation for budget transactions.

Promotes safe lab practices/procedures and remains calm and logical, following established procedures, in emergency situations. Manages the inventory of hazardous materials in the labs. Must have strong interpersonal and communication skills to present a variety of material and resources for the purpose of conveying information to a diverse population.

May supervise two (2) or more full-time staff and may monitor and control budget expenditures within allocation.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.