



JOB DESCRIPTION:	Academic Computing Director		
DEPARTMENT:	Academic Affairs		
REPORT TO:	Chief Online & Distance Learning Officer		
EEO CLASSIFICATION:	First/Mid Officers & Managers	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	460120	DATE APPROVED:	06-MAY-2021
		DATE MODIFIED:	27-FEB-2025

SUMMARY: Configures, maintains, monitors, and collaborates with other portions of IT to meet WNMU's academic computing needs.

DUTIES:

1. Supports all aspects of the day-to-day operations of instructional technology in computer labs and classrooms. Maintains records of services and lab usage for assessment and planning.
2. Develops policies and procedures to ensure efficient computer labs and classrooms service. Writes technical documentation for software and hardware use.
3. Makes decisions regarding technical and physical changes to computer labs and classrooms.
4. Creates, configures and maintains images used for cloning with computers in classrooms and labs.
5. Promotes the services available in the computer labs being supervised to clientele. Maintains supplies for lab equipment (e.g., paper, printer toner) and maintain working order of lab equipment.
6. Promotes the services available in the computer classrooms. This includes working and collaborating with other divisions with IT (such as Help Desk and Video Conferencing) to ensure quality of service.
7. Assists student and faculty/staff users regarding the use of supported computer and classroom software applications and hardware.
8. Supervises the Testing Services provided by WNMU. Provides technical support for WNMU's Testing Facility, including test machine images, testing cameras, and access to cloud testing services.
9. Coordinates and/or perform computer lab and classroom software installations, diagnostics, and repairs.
10. Provides technical assistance for WNMU's Student Center for Success testing services.
11. Assists in the configuration, support and design of Virtual Desktop Infrastructure for student computer lab access.
12. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor's degree in computer technology, computer science, or closely related technical field preferred or minimum 2 years of relevant experience. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge and experience with CSS, HTML, JavaScript, and WordPress. Skill in establishing and maintaining effective working relationships with a creative team. Must be able to handle multiple deadlines and have an eye for detail. Must be sensitive to cultural differences within the University and community.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): This job operates in a professional office environment indoors. Routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The position requires the ability to spend long hours sitting or standing while using office equipment and computers. Ability to perform repetitive tasks such as typing and keying. Occasional lifting, pushing/pulling, carrying supplies and materials is required. May be required to work additional hours or days depending on circumstances. Normal office, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand, and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)