**INSTRUCTIONAL SUPPORT SPECIALIST**

## BASIC FUNCTION

Provides technical and clerical support to a single college to the academic computer laboratories and assists faculty and students with instructional guidelines; coordinates with faculty and staff to ensure all hardware and software is installed and working properly; recruits, trains, and oversees the work of assigned laboratory aides; and acts as liaison to Information Services for the resolution of instructional hardware and software problems and/or projects.

## SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

## CLASS CHARACTERISTICS

This classification is responsible for independently performing technical duties in support of an assigned center or academic computer laboratory. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

## EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Collaborates to ensure that all required software is installed in laboratories or classrooms; consults with faculty and staff on instructional requirements for the college's academic computer laboratories ensuring that mutual goals are met; works with faculty to develop and implement policies and procedures for the effective operation of the laboratory and/or classroom technology.
2. Serves as liaison to TSS for the resolution of instructional hardware and software problems and/or projects; submits work orders throughout the semester to update or fix any issues with installed software or equipment.
3. Recruits, trains, schedules, and supervises student and hourly staff to provide support within the laboratory or classroom; ensures adequate coverage of all operations; prepares and processes employee timesheets and submits for managerial approval and signature prior to submitting to payroll.
4. Processes paperwork necessary for instructors, students, and campus administrators relating to the computer laboratories, including student employees' timesheets, notice of laboratory hours, and other materials; generates reports to assist instructors in ensuring students are getting their required laboratory hours, and to track laboratory hour discrepancies.
5. Assists students with laboratory usage information, policies, and computer or application related issues.
6. Oversees and monitors assigned budgets within established guidelines and determines how money will be allocated toward center or laboratory services; ensures program expenses are consistent with budget and grant fund requirements.
7. Performs a diverse range of clerical and administrative tasks including filing and processing work

orders; schedules meetings and events; generates a variety of documents, including correspondence, letters, memos, agendas, reports, flyers, and event materials; inputs and retrieves data into various program, department, and/or District-wide software applications and database systems.

8. Within established guidelines, orders instructional supplies, parts, and equipment and maintains inventory records; prepares requisitioning documents, confirms receipt, and submits documents for payment processing.

9. Participates in District-provided in-service training programs.

10. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## QUALIFICATIONS

### Knowledge of:

1. Operations and services within a comprehensive college technology support program.
2. Computing hardware and applications used in higher education.
3. Methods and techniques of troubleshooting routine computer issues.
4. Curriculum for assigned laboratory and/or classroom.
5. Principles of providing functional direction and training.
6. Methods and techniques of monitoring and tracking budget expenditures.
7. Purchasing policies and procedures.
8. Inventory techniques.
9. Methods and techniques of compiling and organizing files and documents.
10. Methods and techniques of preparing business documents, classroom materials, event flyers, and related materials.
11. Basic mathematical computation.
12. Recordkeeping principles and practices.

### Ability to:

1. Learn and understand the organization and operation of assigned laboratory or classroom to assume assigned responsibilities.

2. Plan, organize, and coordinate the work of assigned staff.

3. Effectively provide staff training, leadership, and work direction.

4. Interpret and apply the policies and procedures of the assigned laboratory or classroom.

5. Work collaboratively with faculty and instructors to ensure laboratory and classroom technology requirements are met.

6. Prepare a diverse range of reports and business documents.

7. Make accurate arithmetic computations.

8. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

9. Establish and maintain a variety of filing, recordkeeping, and tracking systems.

10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.

11. Exercise independent judgment within general policy and procedural guidelines.

12. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.

13. Communicate effectively in the course of performing work tasks.

14. Establish, maintain, and foster effective working relationships with those contacted in the course of

work.

15. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
16. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

**Education and Experience:**

Completion of the twelfth (12$^{th}$) grade and two (2) years of experience providing clerical and technical support to an information systems program; or an equivalent combination of education, training, and/or experience.

**Licenses and Certifications:**

None.

## PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office and classroom technology equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

 The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

## ENVIRONMENTAL CONDITIONS

Employees work in an office and laboratory or classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.