

## **INSTRUCTIONAL TECHNOLOGY SPECIALIST**

### **BASIC FUNCTION**

Provides instructional and administrative technology training and support for faculty and staff; develops and maintains websites; coordinates the integration of new technologies into technology offerings; and serves as liaison to Information Services on the resolution of hardware and software issues.

### **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 the Faculty Innovation Center's technology services. Employees at this level exercise judgement and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are aware of the department's operating procedures and policies.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Develops and maintains academic department programs and websites, ensuring compliance with applicable standards and regulations.
2. Creates new and/or edits existing web pages based on faculty or staff provided content; maintains various databases for website events, news, and calendars; edits/redesigns templates, structures, and/or images for content using web development tools.
3. Troubleshoots and diagnoses problems related to user access, error messages, and various web-based applications and recommends corrective action.
4. Provides assistance and training on software issues; forwards work orders for other technology assistance.
5. Assists in class schedule development; checks and resolves classroom scheduling conflicts using automated system; performs periodic classroom inventory tasks; monitors academic databases.
6. Develops workshop content for technology training; develops workshop schedules; researches new topics relevant to the use of technology in education; and delivers training sessions/workshops.
7. Coordinates the acquisition, installation, and maintenance of computer software in the classroom; contacts vendors for quotes; prepares requisitions; maintains software licenses used in computer laboratories.
8. Assists in the deployment and maintenance of computer labs for instructional use; connects and configures workstations; installs and connects cable and wiring for systems.
9. Processes paperwork for instructors, students and campus administrators relating to the computer laboratories including student timesheets, notice of laboratory hours, and other materials.
10. Consults with faculty and staff on instructional requirements for the computer laboratories ensuring that mutual goals are met.

11. Orders instructional supplies, parts, and equipment; monitors and maintains inventory.
12. Follows procedures for contacting and obtaining repair services; and maintains records of instructional equipment repairs.
13. Participates in District-provided in-service training programs.
14. 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. Rules and policies with respect to the use of technology systems hardware and software.
2. Computer hardware and related operating systems.
3. Standard business support software, including word processing, spreadsheets, presentation, graphics, and database programs.
4. Web development standards and techniques.
5. Web content standards and practices.
6. Local area network principles.
7. Methods and techniques of developing content for technology training workshops.
8. Principles and practices used in troubleshooting hardware and software problems.
9. Methods and techniques of computer hardware and software installation and documentation.

### **Ability to:**

1. Perform a variety of functions in the operation of various computer equipment and peripheral components.
2. Develop and maintain websites and content.
3. Identify and resolve hardware and software problems and/or refer to Information Services.
4. Set up computers and install hardware or software.
5. Prepare materials and deliver technology training workshops.
6. Communicate with faculty, staff, and students by providing information, answering questions, and providing customer service.
7. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
8. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
9. Exercise independent judgment within general policy and procedural guidelines.
10. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
11. Communicate effectively in the course of performing work tasks.
12. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
13. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
14. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

### **Education and Experience:**

Completion of the 12<sup>th</sup> grade and two (2) years of experience providing technical support; 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 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 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 up to 50 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 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.