

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Instructional Support Specialist

BASIC FUNCTION: Under the supervision of the area Dean, provides technical and clerical support on a single campus to the academic computer laboratories and their operations, in order to assist the faculty and students with instructional guidelines; acts as liaison to Information Services for the resolution of instructional hardware and software problems and/or projects.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Recruits, interviews, recommends, schedules, and directs student part-time laboratory aides.
2. Processes paperwork necessary to instructors, students, and campus administrators relating to the campus computer laboratories, including student employees' timesheets, notice of laboratory hours, and other materials.
3. Orders instructional supplies, parts, and equipment and maintains inventory records.
4. Keeps records on what computer applications software have been purchased and ensures licensed software is stored in a secure location and is adequately protected against unauthorized copying.
5. Follows procedures for contacting and obtaining repair service and maintains records of instructional equipment repairs.
6. Learns and remains knowledgeable about micro computing technology and applications, especially as they relate to higher education and curriculum of the District.
7. Consults with faculty and staff on instructional requirements for the campus computer laboratories ensuring that mutual goals are met.
8. Responds to faculty and staff questions with regard to micro computing technology and applications.
9. Assists in the development and maintenance of departmental Internet Web Pages.
10. Schedules and assists in periodic computer-related training for staff and faculty.
11. Acts as liaison to Information Services for the resolution of instructional hardware and software problems and/or projects.
12. Contacts vendors for quotes; prepares requisitions.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent is required. College course work in Computer Information Systems is preferred.

EXPERIENCE: Two years of closely related experience in Computer Information Systems is required. Experience dealing with the operation of an instructional laboratory and supervisory experience are an asset.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Microcomputer hardware and related operating systems; microcomputer applications, especially in the areas of word processing, spreadsheets, database management systems, and other popular software; local area networks.

ABILITY TO: Maintain an effective working relationship with students and staff.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, students, hourly workers, lab aides, student lab aide supervisor, other departmental staff, faculty, vendors, consultants, contractors, and other campuses.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.