



Job Description

JOB TITLE: INSTRUCTIONAL ASSISTANT – TECHNICAL SUPPORT, EXTENSION SITE

PAY GRADE: CL 22

LAST REVISED: JULY 2013

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

SUMMARY DESCRIPTION

Under direction of assigned manager, performs a variety of technical and instructional support duties at an assigned extension site; sets up equipment for instructional labs and maintains lab equipment, facilities and materials; installs, configures, troubleshoots, and services computer workstations used in faculty, administrative offices and instructional lab environments; coordinates tutoring services; proctors student tests and exams; provides library support services as needed; and supervises and provides training to student and/or other temporary workers.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. In accordance with District IIT guidelines and policies, participates in network and computer support operations for the assigned extension site; plans, installs, configures, troubleshoots, maintains, upgrades and optimizes workstations and peripherals; ensures continuous operation of equipment and software; monitors and adjusts software and peripheral equipment including specialized software that supports a variety of technical courses offered by the College.
2. Connects workstations to network end points and participates in activities to connect with College-wide networks; configures user preferences on individual workstations including user and email profiles, special application requirements, printers, and peripheral configurations; sets-up student accounts onto local workstations; connects end-user telephones, as assigned; monitors computer capacity and performance; diagnoses and repairs or replaces computers, peripherals, and their components; ensures security of systems; coordinates disaster recovery backup strategies to minimize systems downtime; documents systems activity and user problems; requests or arranges for assistance, servicing, and/or repair of departmental computer equipment with District information technology staff.
3. Utilizes server based applications for system management. Installs and configures all computer and network related upgrades and enhancements to increase productivity, compatibility, and efficiency; replaces and/or repairs faulty equipment including servers, computers, printers, and other peripherals; coordinates and communicates system changes with technical staff and peers; performs installation for additions, moves, and changes to locations of District staff, lab computers, and related equipment.
4. Responds to computer system emergency situations such as service interruption, system failures, power outages, and damaged media and hardware; uses a range of troubleshooting techniques to resolve network hardware and operations problems.

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5. Administers computer systems including workstations in assigned areas, laboratory, and/or tutoring areas; provides initial computer technical assistance to faculty, staff and students; maintains departmental databases; sets-up, maintains, and demonstrates the operation of a variety of computer interfaces, peripherals, and related software used for instruction, demonstration simulations and administrative services.
6. Interacts with vendors to coordinate hardware and software issues; serves as technical liaison to external vendors and specialists obtained by the District to provide support.
7. Provides support to the AAD Department's computer laboratory; provides assistance to students and other users having diverse levels of ability and from multiple academic disciplines; assists with setup and operations; prepares customized instructions for use of application software; inspects laboratory computers for necessary repairs and maintenance and makes repairs or arrangements for servicing; coordinates with LRC staff to make available Macintosh computers in open labs that contain the appropriate design software as well as adequate memory and configuration.
8. Provides multimedia support and Web page maintenance; develops graphics and video libraries; assists in producing graphic instructional materials; purchases and maintains all multimedia and computer-related equipment; sets-up multimedia/audio visual equipment; provides trouble-shooting assistance with multimedia/audio visual equipment and computer software/hardware; provides specifications, evaluates, and makes recommendations on current multimedia/audio visual equipment; creates and maintains assigned web page and assists faculty members with their individual sites; creates and upgrades available classroom demonstrations on website.
9. Provides technical assistance to library patrons; maintains resources used in research and library operations; provides technical assistance to patrons in the use of library equipment and computers.
10. In cooperation with the Assistive Technology Specialist in Rocklin, serves as primary contact person within computer labs regarding situations that relate to assistive technology and alternate media production; responds to questions; resolves issues as necessary; trains students with disabilities in the use of assistive technology.
11. Coordinates individual and group test or examination proctoring according to instructor directions; coordinates various testing procedures including paper and on line testing and distance education assessments.
12. Develops and coordinates proctoring procedures and appointments between instructors and students from other educational institutions; arranges for space and equipment at the testing center for proctoring needs on behalf of outside educational institutions.
13. Provides reasonable accommodation with regard to test and examination proctoring for students with physical and/or learning disabilities; maintains a testing center environment which allows attention to user requirements; ensures a quiet testing environment.
14. Provides one-on-one training to students and faculty on proper usage of the course management system; provides group training to students as needed;
15. Oversees the daily operations of the library/tutoring/testing center to ensure correct student identification procedures and administration of tests; provides students and instructors with test feed back; reports alleged cases of scholastic dishonesty.
16. Maintains testing center to ensure uniform implementation of proper testing policies and procedures; ensures security of testing materials and maintains confidentiality regarding test proctoring; reviews, recommends and enforces changes in testing center procedures.

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17. Collects data and prepares reports regarding testing center utilization trends and characteristics.
18. Participates in the preparation and administration of assigned budgets; provides input regarding budget(s) development; monitors budget expenditures and coordinate purchasing to meet needs within budget(s) parameters; coordinates budget(s) transfers.
19. Provides a variety of clerical and administrative support; maintains up-to-date inventory of assigned equipment and other assets including licensing agreements; ensures that identification tags, licenses, warranties, repairs, and upgrades are properly recorded; responds to telephone and other inquiries.
20. Oversees student assistants and other temporary work forces; recruits, interviews, hires, and provides orientation and training to new student/temporary employees; assigns projects and daily work; evaluates work performed; monitors student/temporary workers hours worked and budgets.
21. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

In-depth technical knowledge of personal computers including the relationship and usage of various input and output components.
Macintosh® operating systems.
Protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance; basic network protocols.
Personal computer based local area networks, network operations, and connectivity between servers.
Principles and procedures of test proctoring at the college level.
General maintenance and upkeep procedures for audiovisual equipment.
Office procedures, methods, and equipment including applicable software applications such as word processing, desktop publishing, spreadsheets, and database management.
Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.
Interpersonal skills using tact, patience, and courtesy.
Oral and written communication skills.
Basic budgeting and bookkeeping concepts and techniques.
Basic inventory and purchasing processes and procedures.
Basic tutorial and instructional techniques.
English usage, spelling, grammar, and punctuation.

Ability to:

Perform general technical and operational duties in support of the assigned department.
Operate office equipment including computers and supporting word processing, database management, and desktop publishing applications.
Set-up, install, configure, and maintain computer workstations and peripheral equipment.
Diagnose, troubleshoot, and repair equipment, machines, and computer hardware and software.
Provide system and user support, analyze technical problems and recommend optimal solutions.
Adapt to changing technologies and learn functionality of new equipment and systems.
Interpret technical manuals.
Proctor and administer tests and examinations according to instructor guidelines.
Enforce testing center policies and procedures and maintain a secure environment for proctoring examinations.
Relate positively to students in a teaching/learning environment and recognize student needs.
Listen actively and effectively, identify and solve problems, and facilitate problem solving.

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Plan and organize work to meet changing priorities and deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, database management, network management, desktop publishing, and Internet navigation applications.

Train new student and/or other temporary help.

Work independently and collaboratively.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Examples of ways to obtain the knowledge and abilities would be:*

Education/Training:

Two years of college with major course work in business administration, computer science or a related field.

Experience:

Two years of increasingly responsible experience in instructional support or similar experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily indoors in an education center/classroom/laboratory setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and/or classroom/laboratory setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Developed In Consultation With

