

JOB TITLE: Instructional and Technology Specialist
PAY GRADE: CL 22
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision assigned manager, provides technical and instructional support for the Tahoe-Truckee Campus; sets up and maintains instructional computer lab equipment, facilities, and materials; installs, configures, troubleshoots, and services computer workstations used by District staff or students; coordinates tutoring services; proctors exams and quizzes; and provides library support services, as needed.

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 Information Technology Services (ITS) guidelines and policies; participates in network and computer support operations for the campus.
2. Provides technical support for campus computers, including connecting end-user telephones, installing and configuring workstations, connecting workstations to servers, and participating in activities to connect with District networks; configures user preferences for workstations, including user and email profiles, special application requirements, printers, and peripherals; sets up student accounts; monitors computer capacity and performance; diagnoses and repairs or replaces computers, peripherals, and their components; coordinates and implements changes to workstation and lab locations; sets up and maintains audio visual equipment; provides troubleshooting assistance for audio visual equipment.
3. Ensures continuous operation and security equipment and software; implements and performs backup strategies to minimize system downtime and performs recovery operations; responds to computer system emergency situations, including service interruption, system failures, power outages, and damaged media and hardware; develops and maintains documentation on system activity, user problems, and recycling of surplus computer assets; maintains inventory of computer hardware, software, and peripheral assets.
4. Provides initial computer technical assistance, training, and support to faculty, staff, students, and campus computer labs; installs, removes, maintains, and assists ITS and Audio Visual (AV) staff with troubleshooting of campus computer hardware and software, including coordinating updates with faculty and communicating changes; reports problems or issues in computer labs and classrooms; collaborates with District staff and ITS to determine software and hardware needs; maintains department databases; requests or arranges for assistance, servicing, or repair of department computer equipment from ITS staff or other resources; prepares customized instructions for use of software; assists with set up and operations of Macintosh computers for student use for department courses; serves as technical liaison to external vendors and specialists to troubleshoot and resolve hardware and software issues connects end-user telephones, as assigned.
5. Provides instructional and technical support in online teaching environments for students and faculty, including group and individual training, Learning Management Systems (LMS), and updates to classroom demonstrations; assists in the development of graphics and video libraries; assists in producing graphic instructional materials; assists with creating and maintaining pages; assists faculty with individual pages.

6. Serves as primary contact and collaborates with Assistive Technology staff on assistive technology issues, concerns, and alternate media production; trains students in the use of assistive technology.
7. Facilitates the daily operations of the library; provides technical assistance for library equipment and computers; maintains resources used in research and library operations.
8. Facilitates the daily operations of the tutoring and testing center, including student identification procedures, administering tests; providing testing accommodations, and ensuring a quiet and confidential environment; ensures uniform implementation and security of testing policies and procedures; reviews, recommends and enforces changes in testing center procedures; provides students and instructors with test feedback; reports alleged cases of scholastic dishonesty; assists in coordinating test or exam proctoring for individuals and groups according to faculty direction; assists in coordinating testing procedures, including paper and online testing and distance education assessments; collects data and prepares reports regarding testing center utilization trends and characteristics; assists in the development and coordination of proctoring procedures, space, equipment, and appointments between faculty and students from other educational institutions.
9. Provides administrative support; responds to inquiries regarding operations or refers inquiries to appropriate staff; monitors, coordinates, and facilitates use of area facilities, resources, and equipment for access and security; prepares or assists with preparation of department reports and correspondence; maintains department records, including warranties, licenses, and operating information for equipment and software; ensures that identification tags, licenses, warranties, repairs, and upgrades are properly recorded; assists with maintenance of campus webpages and information on the District website.
10. Participates in the preparation and administration of assigned budget(s); recommends computer and audio-visual equipment and assists with determining future needs; works with vendors to obtain quotes; requests purchase orders; inventories supplies and materials; discusses new products or special needs with vendors and District staff; ; works with District staff to obtain or purchase supplies; maintains expenditure records and prepares reports; advocates for the needs of the campus; and creates prioritized lists of needed equipment for administration; provides input regarding annual budget development.
11. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees, including recruitment and scheduling of tutors and volunteers.
12. Performs related duties that support the overall objective of the position.

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:

- Principles, techniques, protocols, applications, equipment, and tools used in computer and network installation and maintenance, including, but not limited to, server and network operations, audio visual and multimedia systems, and Macintosh operating systems and software.
- Principles and procedures of test proctoring.
- Basic tutorial and instructional techniques.
- Learning styles, disabilities, and challenges.
- Federal, state, and local laws, codes, and regulations regarding support of students and exam proctoring protocols, including, but not limited to, the Family Educational Rights Privacy Act (FERPA) the Americans with Disabilities Act (ADA).
- Basic inventory, bookkeeping, and purchasing processes and procedures.
- English usage, spelling, grammar, punctuation, and vocabulary.

Ability to:

- Perform general technical and operational duties in support of the campus, including, but not limited to, operating, setting up, and maintaining equipment, computers, and peripherals; maintaining and organizing supply inventory and storage facility; proctoring tests and exams; and supporting library tutoring services and activities.

- Diagnose, troubleshoot, and repair equipment, machines, and computer hardware and software.
- Provide system and user support, analyze technical problems, and recommend optimal solutions.
- Proctor and administer tests and exams according to instructor guidelines.
- Enforce testing center policies and procedures and maintain a secure environment for proctoring exams.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Interpret technical manuals.
- Plan and organize work to meet schedules and changing deadlines.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including Learning Management Systems (LMS) and those used to maintain computer and network systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees, including recruitment and scheduling of tutors and volunteers.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

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, including the use of technology.

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.

Board Approved: July 15, 2025