

INSTRUCTIONAL SUPPORT ASSISTANT

DEFINITION

Under general supervision, performs a wide range of instructional and clerical support duties in an administrative or computerized instructional setting; conducts and delivers focused learning experiences for students in a classroom, tutoring center, computer laboratory, or similar teaching environment; operates and maintains computer hardware, software and related equipment pertaining to the assigned instructional area; performs administrative support tasks for faculty and other instructional staff; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full working clerical level class in the Instructional Support Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of journey level instructional and administrative support duties in classrooms, tutoring centers, computer laboratories and other general instructional settings. Duties typically emphasize administrative activities that may require substantial computer hardware/software user skills but do not typically require advanced knowledge of a specialized or technical academic area. Positions at this level may be assigned to a wide variety of academic divisions and/or work units within YCCD.

This class may be distinguished from the lower-level class of Instructional Support Aide because incumbents in that class provide the most basic instructional and/or tutoring services for students and also perform routine clerical duties in support of their assigned work area. This class may also be distinguished from the higher-level class of Instructional Support Technician because incumbents in that class provide complex technical instructional and administrative support in specialized academic/laboratory settings.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under general supervision, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

EXAMPLES OF DUTIES (*Illustrative Only*)

- Assists faculty and other instructional staff with the preparation and presentation of materials designed to enhance students' learning processes; sets up and conducts instructional exercises as directed.
- Conducts computer literacy and tutorial instructional exercises; helps students improve computer operational skills and develop software competency; helps students access the network.

- Installs and sets up routine hardware and software; resolves and repairs minor technical issues; reboots systems, resets passwords, and troubleshoots printing problems.
- Maintains student positive attendance records, ensuring that students sign in/sign out; tracks student costs for computer and/or equipment use; maintains student laboratory accounts and submits charges.
- Instructs and/or tutors individual students and small groups to reinforce and follow up on classroom learning activities; monitors and assists students in drills, practices and study activities as a follow up on what was presented during regular classes.
- Monitors and assists students in study activities and other meaningful learning activities and functions; reviews and supports individualized instruction plans.
- May proctor and monitor students who are taking tests; verifies student identification; gives verbal instructions; provides completed examinations to instructors.
- Maintains libraries and/or inventories of instructional resources and materials; maintains records of materials loaned to students for home study.
- Reports student progress toward the accomplishment of learning objectives.
- Organizes and presents workshops related to the development of study skills, interpersonal skills, life skills, academic improvement, and other subjects relevant to learning.
- Performs a wide range of clerical and office support duties that typically require typing, proofreading, filing, checking and recording information.
- Posts information to a computerized and/or manual management information storage and retrieval systems; retrieves and compiles information and prepares complex clerical forms, reports and summaries.
- Maintains the classroom/learning environment in a clean and efficient manner; organizes materials; monitors the safety and security of equipment; opens/closes facilities.
- Prepares a variety of materials for duplication and printing.
- Sorts and files documents and materials according to pre-determined classification systems.
- Operates a variety of machines and equipment including computers and/or specialized equipment pertaining to the assigned academic area; performs routine hardware and software installations, maintenance and troubleshooting.
- Orders and receives supplies; maintains office inventories.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment or classroom setting.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Operations, procedures, goals and objectives of the subject or program being supported.

- Modern office and classroom procedures and equipment, including computers and associated software applications.
- If assigned to an instructional laboratory, the procedures and equipment used in that setting.
- Methods and techniques of student instruction and tutoring.
- Proper English usage, spelling, grammar and punctuation.
- Principles and practices of filing and record keeping.
- Appropriate and effective communication and listening skills.

Ability to:

- Provide hands-on academic support to students and instructors.
- Respond to a variety of requests for assistance from students and instructors.
- Listen effectively and appropriately assess student academic needs.
- Work with students from a wide range of cultural backgrounds, ages and academic abilities.
- Serve as liaison among students and instructor.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** frequent contact with students, instructors and the public; some deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- Experience: Two years performing office administrative support duties that required familiarity with standard computer hardware and office software.

Special Requirements:

- May be required to demonstrate computer hardware and/or software proficiency.