

INSTRUCTIONAL SUPPORT TECHNICIAN – Computer and Communication Technology

DEFINITION

Under direction, performs complex technical instructional and administrative support in a specialized laboratory and/or instructional setting; conducts and delivers a variety of learning experiences for students in computer and communication technology areas and other specialized and technical environments, using and applying specific knowledge and skill pertinent to the specialized area of assignment; operates and maintains equipment related to the assigned instructional area; helps ensure student safety; performs technical administrative support tasks for faculty and other instructional staff; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first technical level class in the Instructional Support Series within the Yosemite Community College District (YCCD). Incumbents in this class serve provide primary technical, instructional and/or administrative support in highly specialized academic laboratories and instructional settings. Incumbents may also coordinate and lead the staff and functions in less complex areas such as administrative, computer or general instructional settings. Incumbents in this class must possess and utilize technical and specialized knowledge of a particular instructional or academic area in order to perform duties and help ensure the safety of students.

This class may be distinguished from the lower-level class of Instructional Support Assistant because incumbents in that class perform journey level instructional and administrative support duties in a computer, administrative or general instructional setting where the work does not typically require technical knowledge of a specialized instructional or academic area. Although an Instructional Support Assistant may support several different instructional locations, incumbents do not have formalized lead or coordinator responsibilities over classified employees. This class may also be distinguished from the higher-level class of Instructional Support Specialist because incumbents in that class lead and perform the most complex technical and administrative support activities in a highly complex setting.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a manager or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

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

DUTIES

- Assists and provides support for faculty Adjunct Instructors and other instructional staff by setting up instructor stations; preparing and presenting technical materials designed to enhance students' learning processes; may independently implement and coordinate instructional support processes.
- Prepares equipment, materials for specialized exercises in support of computer and communication classes.
- Sets up, disassembles, cleans or replaces apparatus and instructional materials used in laboratory activities and demonstrations; prepares equipment and materials for specialized exercises in support of other computer related classes
- Monitors students in class work procedures; consults with faculty as needed to assist students; supervises open labs and helps with student projects.
- Helps maintain the learning environment in a safe, secure, clean and orderly condition; cleans, and maintains laboratory work areas according to established procedures; organizes laboratory materials; monitors the safety and security of equipment; opens/closes facilities.
- Operates and maintains specialized equipment during specific lessons and when training students regarding equipment repair and maintenance; maintains plotters and printers; Sets up database management system for courses; helps students with the set-up of computer log in; stores equipment appropriately and safely.
- Contacts vendors to research and recommend supplies and equipment, assists in ordering and receiving supplies and equipment as needed for all areas of computer and communication technology department.
- Helps monitors inventory of instructional resources and materials ordered, issued, used and returned to ensure adequate quantities are available for timely instructional use; maintains records of materials loaned to students for home study.
- Disposes of unsafe or hazardous materials according to Federal, State, County and City regulations.
- Operates a variety of computers and/or related equipment pertaining to the assigned academic area; In support and collaboration with the College Information Technology Department set up, install, configure and maintain multiple operating system platforms; maintenance and troubleshooting; assists students in utilizing specialized computer technology as part of the learning process; resolves and repairs minor technical issues.
- Provides online support of social media and department website
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a specialized classroom or laboratory 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 Computer and Communications Technology area.

- Modern office and classroom procedures and equipment, including computers and associated software applications.
- Principles and practices of leadership.
- Student behavior management strategies and techniques.
- Methods and techniques of student instruction.
- Proper English usage, spelling, grammar and punctuation.
- Principles and practices of data management
- Appropriate and effective communication and listening skills.
- Advanced concepts of computer-assisted instruction, and tutorial processes.
- Troubleshooting techniques in a computer lab setting

Ability to:

- Demonstrate an understanding, patient, and receptive attitude toward students in a specialized instructional setting.
- Serve as a lead worker over subordinate administrative and non-technical staff.
- Perform technical administrative tasks.
- Operate a variety of computer and peripheral equipment.
- Utilize a variety of appropriate instructional materials and procedures in the enhancement of a positive educational environment.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Collaborate and work within a team.

Licenses and Certificates:

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

Physical and Mental Standards:

- **Mobility:** ability to sit, walk or stand for extended periods.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes and/or prepare laboratory materials/equipment; must have a full range of motion in the upper extremities.
- **Lifting:** frequently lift, carry, push, pull, or otherwise move objects up to 25 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:** ability to make decisions and concentrate; frequent contact with students and instructors, as well as the public.
- **Other Factors:** moderate risk of exposure to hazardous chemicals, and electric shock; moderate use of equipment with moving and/or sharp parts.

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:

Pattern I

- Experience: Two years equivalent to an Instructional Support Assistant at YCCD, performing duties that provided familiarity with a Computer and communication technology or similar field.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in a computer science or other area applicable to the specific assignment of the position.
- Experience: Two years performing technical duties that provided familiarity with a specialized academic area.

Special Requirements:

- Depending upon the assignment of a position, applicants may be required to demonstrate technical knowledge and skills pertaining to a specialized academic area.

Class Adopted: 3/01/09

Class Amended: 3/24/17