

**College of the Siskiyous
Job Description**

Job Title: Instructional Support Specialist 2 – Technology **FLSA:** Non-Exempt
Group: Classified **Salary Class:** 8 **Salary Schedule:** Classified

GENERAL SUMMARY

Under the direction of the Network Administrator or the Telecommunications Specialist, provide technical and instructional support for the Computer Lab or the Distance Learning area. Perform other duties directly related to this job description.

PRINCIPAL DUTIES AND RESPONSIBILITIES

General

Maintain documentation on various procedures.

Maintain knowledge of appropriate software, hardware, and lab or classroom technologies.

Maintain inventory, receive, order, stock, and issue computer supplies and equipment.

Supervise students in the lab or classroom to maintain a quiet and orderly environment.

Work with Technology Services and vendors to maintain equipment and resolve problems.

Prioritize workload to ensure all tasks are completed in a timely manner.

Perform clerical tasks such as handling phone calls to the area, typing, word processing, scheduling meetings or appointments, preparing reports, and maintaining files and records.

Attend staff development and in-service training programs as appropriate.

Maintain web pages.

Computer Lab

Help students with computer systems; maintain student accounts in network, and perform varied instructional support services to meet the needs of individual students.

Perform regular computer maintenance (virus scans, run system backups, program deletion, and program updates).

Keep equipment updated.

Assist with software installs and upgrades. Change printer cartridges and assist Technicians with minor printer or other problems.

Work with the Instructional Network Administrator to create student network accounts and monitor lab for use/security violations.

Serve as a resource person to students including assistance with computer use and applications; with a heavy emphasis on the current version of Microsoft Office Suite and other instructional software.

Assist with management of network courseware system.

Visit classrooms and explain lab policies, services, and processes.

Distance Learning

Provide technical support for video-conference classes and other meetings, including scheduling and setting up conferences, troubleshooting technical problems with conferences, learning to use new equipment software as necessary.

Provide instructional support for video-conference classes, including support before and during class time, assistance with learning classroom technologies, sending and receiving course materials as needed, proctoring exams, monitoring other class activities as requested by the instructor, and troubleshooting class problems.

Oversee videoconferencing operations in absence of Telecommunications Specialist.

Provide office support including preparation of payment vouchers and purchase orders, monitoring expenditures, preparing budget reclassifications and transfers, and reconciling expenditures and budget changes with district records.

TRAINING AND EXPERIENCE

Minimum Qualifications:

1. Any combination of experience and training equivalent to the completion of one to two years of college level course work in computer science or telecommunications area.
2. One to two years of recent experience working with students or in a technology related field

Preferred Qualifications:

1. Associates or higher degree in computer science or related field.
2. One to two years working as a tutor or instructional aide in a technology related field.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of computers, computer software and hardware, and equipment specifically related to telecommunications.

Knowledge of the basic office practices and business communications.

Knowledge of basic principles, methods and practices of accounting, spreadsheet and word-processing applications and interactive accounting applications.

Knowledge of computer and related software, including the current version of Windows, Microsoft Office Suite, and website development/maintenance software.

Ability to deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise, and firmness.

Ability to perform simple clerical tasks and operate standard office machines and audiovisual equipment.

Ability to communicate satisfactorily in both oral and written form and use appropriate and correct English, spelling, grammar and punctuation.

Ability to perform mathematical calculations in a timely manner and with accuracy.

Ability to operate technological equipment.

WORKING CONDITIONS

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands and fingers to handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. There is light to moderate physical effort; must be able to lift up to 50 pounds; occasional standing or walking; periodic handling of light to moderate weight objects.

Light to moderate stress level.

ENVIRONMENTAL CONDITIONS

Indoor work environment – normal temperature.

CONTACTS

Daily contact with students and District staff.

Occasional contact with parents, community members and outside agency personnel.

OCCUPATIONAL CERTIFICATES/LICENSES

Valid California driver's license and insurance.

EMPLOYMENT STANDARDS

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

WORK SCHEDULE

A regular work schedule will be established and may include day, evening or weekend periods.

The position that is currently opened will primarily be assigned to the (location) Campus and will be assigned to work the week day shift or will be required to cover the weekend hours if any.

Approved: 3/07

Siskiyou Joint Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Siskiyou Joint Community College District will provide reasonable accommodation to qualified individuals. Siskiyou Joint Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.