

DESERT COMMUNITY COLLEGE DISTRICT

INSTRUCTIONAL SUPPORT SPECIALIST/Berger Faculty Innovation Center

BASIC FUNCTION

Under the direction of the Director, Systems Management and MIS Operations or an assigned supervisor, perform a variety of instructional and clerical duties to assist in the implementation of programs and services; train faculty on a variety of software; schedule and maintain supplies and equipment used for instructional purposes; assist supervisor in the organization, preparation and presentation of materials; perform orientations and tours; compile and maintain data and prepare reports.

REPRESENTATIVE DUTIES

Essential Duties:

1. Assist in training faculty, staff and student workers on a variety of software, policies and procedures. Develop training aids in a variety of formats including electronic presentations. Coordinate and give tours of lab to students and faculty.
2. Assist individuals and small groups in an instructional setting; respond to questions concerning software, equipment usage, passwords and other related concerns and issues.
3. Assist in the organization, preparation and presentation of instructional and operational materials; assist in overseeing and guiding assigned activities and learning sessions.
4. Prepare a variety of instructional and operational materials; set up and operate various audio-visual, computer and other teaching aids as assigned; assist in utilizing instructional equipment and programmed materials; orient and monitor the use of computers; remain current concerning instructional and desktop software.
5. Operate a computer and other assigned office and instructional equipment and including a variety of instructional software and word processing, spreadsheets, database management, desktop publishing presentations, power point presentations, email, and scheduling.

Other Duties:

6. Access, verify and maintain accurate records of progress and attendance; maintain various files as assigned. Compile data, maintain database, prepare and disseminate reports to faculty. Access and compile rosters for classes requiring lab assignments; enter class data in applicable software programs; update and maintain software databases.
7. Perform a variety of clerical duties including answering telephones, preparing instructional materials and other related duties; reset accounts and passwords.
8. Order and distribute supplies, tapes and materials; maintain accurate inventory of supplies, materials and equipment of assigned department or program; issue and receive instructional materials for assignments.
9. Research and compile data for projects and reports; assist in developing new procedures and forms as necessary.
10. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Subject matter of assigned area of learning; instructional materials and tutorial techniques; basic reference materials and effective study techniques; record-keeping techniques; modern office practices, procedures and equipment; proper methods of storing equipment, materials and supplies; technical aspects of field of specialty; interpersonal skills using tact, patience and courtesy; customer service skills.

Ability to: perform a variety of instructional and clerical duties to assist in the implementation of programs and services; schedule and maintain supplies and equipment used for instructional purposes; assist supervisor in the organization, preparation and presentation of materials; learn methods and procedures to be followed in an instructional situation; perform routine clerical work; set up, design and operate assigned departmental equipment; read, understand, interpret and apply department rules, policies and materials relating to assigned field; provide instructional assistance and information on the availability and uses of instructional materials and equipment; communicate effectively both orally and in writing in person and on the telephone; operate a computer and a variety of office and instructional equipment and software, including word processing, spreadsheets, database management, desktop publishing, presentations, power point presentations, email, and scheduling ; determine appropriate action within clearly defined guidelines; establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school supplemented by some college-level course work in computer science or related field, including course work or training in spreadsheets, database management, power point presentations, and word processing and two (2) years work experience in an educational lab setting.

WORKING CONDITIONS

Environment: Laboratory or classroom environment. Constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit Position

Range 9

Approved 3/2017