

DESERT COMMUNITY COLLEGE DISTRICT

INSTRUCTIONAL SUPPORT AND TECHNOLOGY SPECIALIST

BASIC FUNCTION

Under the direction of the Director, Systems Management and MIS Operations or area supervisor , provides instructional and administrative technology training and support for the college's faculty, staff, or the Berger Faculty Innovation Center; maintains academic departments, programs; coordinates the integration of technology in the classroom and facilitates the exploration and implementation of new educational technologies to the college, acts as liaison to Information Technology for the resolution of instructional hardware and software problems and/or projects.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned administrator.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Supports and maintains the virtual servers for current Content Management System/Learning Management System (CMS/LMS) used by the district's academic users.
2. maintains academic department/programs and faculty websites and assures compliance with applicable standards and regulations.
3. Provides technical support and direction in administrative and instructional applications to District faculty and staff.
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. Develops workshop content, conducts technology training workshops, develops workshop schedules, and researches.
6. Analyze and coordinate support to resolve issues related to the learning management system (LMS) and other instructional technology systems.
7. Assist in the organization, preparation and presentation of instructional and operational materials; assist in overseeing and guiding assigned activities and learning sessions.
8. 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.
9. Assist Distance Education with certification and recertification processes, tracking, and scheduling; assist with instructional designing methods and practices.
10. Assist with scheduling and recording of events, sessions, and presentations.
11. Perform administrative duties affiliated with assigned area.
12. Act as liaison to Information Technology for the resolution of instructional hardware and software problems and/or projects. Create support tickets, track, and respond as requested; forwards work orders to Information Technology as necessary.
13. Conducts evaluations of workshops and training modules to assess effectiveness of delivery and content of instructional materials; research and compile data for projects and reports; assist in developing new procedures and forms as assigned.
14. Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Learning management systems
2. . Problem solving techniques related to instructional technology.
3. Record-keeping techniques; modern office practices, procedures and equipment.
4. Proper methods of storing equipment, materials and supplies.
5. Technical aspects of field of specialty.
6. Interpersonal skills using tact, patience and courtesy.
7. Customer service skills.

Ability to:

1. Perform a variety of instructional and clerical duties to assist in the implementation of programs and services.
2. Schedule and maintain supplies and equipment used for instructional purposes.

3. Assist supervisor in the organization, preparation and presentation of materials.
4. Provide assistance to temporary staff and student workers.
5. Learn methods and procedures to be followed in an instructional situation;
6. Perform routine clerical work.
7. Set up, design and operate assigned departmental equipment.
8. Read, understand, interpret and apply department rules, policies and materials relating to assigned field.
9. Provide instructional assistance and information on the availability and uses of instructional materials and equipment;
10. Communicate effectively both orally and in writing, in person, and on the telephone;
11. 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, scheduling, and other software
12. Determine appropriate action within clearly defined guidelines.
13. Establish and maintain cooperative and effective working relationships with others.
14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socioeconomic, disability, and ethnic backgrounds of students, staff, and the community

EDUCATION AND EXPERIENCE

Associates degree and 2 years of experience providing system administration and/or end-user support consisting of responsibility for software, application support and end-user training\; or an equivalent combination of education, training, and/or experience.

WORKING CONDITIONS

Environment: Computer laboratory environment. Constant interruptions.

EMPLOYMENT STATUS

Classified Bargaining Unit

Range 12

CSEA Ratified: 7/16/25

Approved 3/2017, 7/2/2025