GLENDALE COMMUNITY COLLEGE DISTRICT   **CLASS DESCRIPTION**

ASSISTANT INSTRUCTIONAL TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Assists faculty and students working with educational applications of technology, including Blackboard and other classroom management systems.

SUPERVISION EXERCISED AND RECEIVED

Supervision is received from the Associate Dean, Instructional Technology.

May provide work direction to student workers.

EXAMPLES OF DUTIES

Works closely with the Associate Dean, Instructional to train faculty, staff and students on instructional equipment and software use.

Assists in the preparation of instructional and training materials for faculty and staff.

Reads and interprets for faculty and staff, technical instructions related to operation of hardware, software and networks for use in instruction.

Performs a wide variety of clerical and administrative work.

Provides customer service to college personnel and students within a framework of established procedures.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Basic computer systems.

Basic software packages, including word processing, presentation, spreadsheet, database, web page creation tools and graphics applications.

Classroom management software, including Blackboard.

Discussion boards, chat tools and image sizes.

Customer service protocol.

Ability to:

Apply customer service protocol and maintain a customer service oriented priority.

Establish and maintain cooperative and effective working relationships.

QUALIFICATIONS (continued)

Communicate clearly and concisely, both orally and in writing.

Effectively communicate with faculty, staff, and students in a multi-cultural environment.

Work effectively with minimal supervision.

Plan, organize and schedule projects.

Troubleshoot equipment and programs.

Maintain records and assist in preparing reports.

Train and provide work direction to others.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Six months of experience supporting faculty and students in an academic computing lab.

Successful completion of 12 college semester units or 18 college quarter units in the subject area of assignment.

Familiarity with developing on-line course content and/or working with on-line classroom management tools.

Continuing Education Requirements:

Stay current in changing technology in assigned lab by reading and attending seminars and classes.