



Classification Title: Instructional Support Aide

Department:	Multiple	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	14
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	None	Last Revision:	4/2024

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Provides routine instructional assistance to faculty in an assigned academic department; provides assistance and support on related technologies and equipment; proctors and scores tests and maintains grade and attendance information.

DISTINGUISHING CHARACTERISTICS.

Instructional Support Aide is distinguished from Instructional Support Assistant in that employees in the former class perform the most routine instructional support activities following established department and faculty instructions. Since this is typically an entry-level class, employees may have only limited or no directly related work experience.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Provides routine assistance to faculty for assigned courses and locations; sets up rooms and equipment for instructor use; powers up computers and downloads materials including PowerPoint presentations and handouts; makes minor adjustments or repairs or arranges for assistance from Information Services in the event of equipment problems; takes down and secures equipment after class and ensures doors are locked and secure.
2. Performs routine administrative support and clerical duties, as assigned; takes, records and maintains student attendance data; copies or arranges for copying of handouts and test materials; performs data entry related to the essential functions described above.
3. Proctors and administers assessments, tests and quizzes; observes and monitors students during test administration to ensure integrity of the testing process; scores and enters test results in applicable systems; collects, arranges and stores all tests and materials; may generate analyses for use in evaluating test questions.
4. Responds to routine inquiries and requests from students, instructors and others; provides information, guidance and support to students on subject matters within scope of authority and knowledge.

Marginal Functions:

1. Ensures that classrooms are kept in an orderly, safe and well-maintained manner.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One year of experience providing instructional or tutorial assistance to students in the assigned subject matter area, or one year of related work experience in the assigned subject area.

Education/Training: Equivalent to the completion of the twelfth grade.

Preferred Qualifications:

1. Experience working in an educational setting.
2. Related coursework or degree from an accredited college or university.

Knowledge of:

1. Basic instructional and tutorial techniques appropriate for use with a diverse range of students in both individual and group environments.
2. Sources of learning materials to address a range of student learning issues in an assigned subject area.
3. Applicable federal, state and local laws, rules and regulations.
4. Use and operation of computers with standard business and specialized software applicable to assigned responsibilities.
5. Methods and procedures for diagnosing and resolving minor computer hardware and software problems in a classroom or laboratory environment.
6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
7. Office practices and procedures, including recordkeeping.

Skill in:

1. Learning and applying academic department and faculty policies, practices and procedures applicable to assigned responsibilities.
2. Providing day-to-day administrative and technical support to other individuals in carrying out their responsibilities.
3. Operating a computer, enterprise software, standard business software and other standard business equipment related to assigned areas of responsibility.
4. Accurately and clearly answering questions relevant to assigned areas of responsibility.
5. Organizing, setting priorities and exercising sound independent judgment within areas of responsibility.
6. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
7. Organizing and maintaining a variety of records and files.
8. Communicating clearly and effectively, both orally and in writing.
9. Maintaining the confidentiality of records and information.
10. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult individuals and situations.

11. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works in a classroom or laboratory environment; exposure to computer screens; extensive contact with faculty and students.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, walk or stand for prolonged periods; near visual acuity for scoring tests, recording attendance and grades and reading computer screens.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.