



Classification Title: Instructional Support Assistant

Department:	Multiple	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	20
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	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 instructional assistance to faculty and students in an assigned technical area or academic department laboratory; tutors students within subject matter areas of responsibility and provides instruction on operations of lab equipment and software; assists instructors in preparing materials, setting up equipment, providing materials and supplies and implementing instructional programs; proctors and scores tests and maintains grade and attendance information; maintains a clean, safe and orderly learning environment.

DISTINGUISHING CHARACTERISTICS.

Instructional Support Assistant is distinguished from Instructional Support Aide in that employees in the former class perform instructional support activities of standard difficulty including tutoring students in an assigned subject matter. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are expected to be fully aware of the operating procedures and policies of the work unit.

Instructional Support Assistant is distinguished from Instructional Support Specialist in that employees in the latter class perform more difficult and complex instructional support and may oversee the activities of an assigned lab in a highly technical area or academic subject matter. Employees in this class may provide lead oversight of short-term, temporary or student employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Participates in the day-to-day activities in an assigned academic area or laboratory; trains students in the operations and uses of instructional equipment and resources, including computers, business software and specialized learning applications, performing demonstrations where warranted; responds to student questions regarding laboratory procedures and requirements; sets up student accounts; troubleshoots and resolves minor computer and equipment problems; refers more complex issues to Information Services for resolution; maintains an inventory of materials and supplies for instructor and student use; ensures equipment is in sound working order and maintains a clean, safe and orderly learning environment.
2. Provides tutoring assistance to students in assigned subject matter; provides clear and concise explanations and demonstrations to facilitate student understanding and reinforce instructors' teaching; distributes and explains laboratory assignments; monitors and reviews student work and assignments and discusses student progress with instructors.

3. Performs a variety of technical, logistical and instructional support activities for instructors; assists in developing and/or implementing instructional materials and assignments in the lab; creates and/or maintains a variety of digital and other learning resources; creates, maintains and updates catalogs, files, listings and databases for student use; sets up demonstrations, materials and equipment for classroom lectures; creates, copies and distributes handouts.
4. Assists faculty or director with administering oral, written and other tests, monitoring students during test administration to ensure integrity of the testing process; scores and records test results and forwards to instructors.
5. Maintains class and student data in a variety of databases; prepares and maintains class and student records and maintains data on student attendance and lab hours; compiles and generates student reports.

Marginal Functions:

1. Assists in scheduling and conducting orientation sessions for faculty and students.
2. Prepares requisitions for equipment, materials and other learning resources needed in the lab by faculty and students.
3. May participate in selecting and providing training and work direction to short-term and student workers; prepares timesheets for supervisor's review and signature; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
4. 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 an associate degree from an accredited college or university.

Preferred Qualifications: Related coursework or degree from an accredited college or university.

Knowledge of:

1. Subject matter at an appropriate level of difficulty in areas of assignment, including, where applicable, concepts, work methods and processes, tools and equipment used in the subject area.
2. Study and learning techniques and methods applicable to instruction and tutoring of a diverse range of students in areas of assigned responsibility.
3. Sources of learning materials to address a range of student learning issues in an assigned subject area.
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.
8. Sources of instructional support materials and aids to meet the needs of students and faculty in a learning center and/or laboratory.

Skill in:

1. Providing effective tutoring, instruction and guidance to students in subject matter areas applicable to area of assignment; accurately, thoroughly and clearly answering students' subject matter and technology questions.
2. Providing day-to-day administrative support and technical support to instructors in carrying out their responsibilities.
3. Organizing, setting priorities and exercising sound independent judgment within areas of responsibility.
4. Providing day-to-day technical support for computer hardware, peripherals and software in assigned laboratories .
5. Providing guidance to students in the uses and operations of specialized hardware and software.
6. Analyzing, interpreting, explaining and applying relevant laws, regulations, ordinances and policies.
7. Operating a computer and other standard business and instructional equipment and using enterprise software and standard business software.
8. Organizing and maintaining a variety of records and files.
9. 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.
10. Communicating clearly and effectively, both orally and in writing.
11. Maintaining the confidentiality of student records and information.
12. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
13. 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 reading computer screens.

TERMS OF EMPLOYMENT.

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