



Classification Title: Senior Instructional Support Assistant

Department:	Multiple	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	24
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 subject; tutors students within subject matter areas of responsibility; assists instructors in preparing materials and demonstrations, setting up equipment, providing materials and supplies and implementing instructional programs; oversees the work of short-term, temporary and student employees assigned to the labs; trains students and employees on the proper and safe operations of laboratory equipment and materials; proctors and scores tests and maintains grade and attendance information; maintains a clean, safe and orderly learning environment.

DISTINGUISHING CHARACTERISTICS.

Senior Instructional Support Assistant is distinguished from Instructional Support Assistant by the former’s responsibility for performing more difficult and responsible instructional support duties in a more highly technical academic area or laboratory. Employees at this level in the Instructional Support series are required to be fully trained in all procedures related to areas of assigned responsibility. Senior Instructional Support Assistant may provide lead oversight to short-term, temporary and student employees assigned to the labs.

Senior Instructional Support Assistant is distinguished from the discipline focused Instructional Support Specialist classes in that the former classification is in a classroom or computer lab setting with minimal specialized equipment and minimal exposure to hazardous conditions. The discipline focused Instructional Support Specialist classes require highly specialized knowledge and skill needed to perform instructional support in these specific subject matter areas, involving significant responsibility for the safety and compliance of assigned area/laboratory including the mixing, storage and disposal of hazardous chemicals in accordance with all regulatory and safety requirements and/or the safe use, operation and storage of dangerous equipment and/or laboratories involving potentially hazardous environmental conditions.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Oversees day-to-day activities in one or more assigned area/laboratories; trains students in the operation and use of lab 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; participates in the analysis, selection and installation of new software to support course

offerings; confers with instructors to keep up-to-date on assignments and projects for various courses 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; interprets and guides students through course and laboratory assignments; provides guidance to students on study skills; 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 laboratory; assists instructors in developing web enabled instructional materials; creates and/or maintains learning resources including books, visual media and reference materials; creates, maintains and updates catalogs, files, listings and databases for student use.
4. May participate in selecting, scheduling, training and overseeing the work of short-term and student employees assigned to the labs; leads and assigns work; ensures completeness, accuracy and conformance with District/department/lab standards; provides training on work processes and technical procedures; prepares timesheets for assigned supervisor to sign; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
5. Assists faculty or director with administering assessment tests and quizzes, monitoring students during test administration to ensure integrity of the testing process; scores and enters test results in applicable systems; records test results and forwards to instructors or directors.
6. Maintains class and student data; records and maintains data on student attendance and lab hours; compiles and generates student reports.
7. May develop content and conduct virtual and in-person workshops to acquaint new and returning students with District student systems, information resource sources and processes; provides virtual assistance to students on a wide variety of issues, ranging from computer issues to how to select and register for classes to instructor requirements for instructional assignments.

Marginal Functions:

1. Creates presentations, conducts orientations and coordinates lab tours.
2. Develops and maintains and updates content on the department website; maintains web pages, ensuring compliance with all accessibility requirements; posts promotional or informational materials; updates the department blog.
3. Provides clerical support to department staff.
4. Attends and participates in various staff and faculty meetings as required.
5. 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: Three years of experience providing instructional or tutorial assistance to students in the assigned subject matter area, or three years of related work experience in the assigned subject area.

Education/Training: Equivalent to an associate's 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; instructional and tutorial techniques appropriate for use with a diverse range of students in both individual and group environments.
4. Applicable federal, state and local laws, rules and regulations.
5. Use and operation of computers with standard business and specialized software applicable to assigned areas of responsibility.
6. Methods and procedures for diagnosing and resolving minor computer hardware and software problems in a classroom or laboratory environment.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
8. Office practices and procedures, including recordkeeping.
9. Sources of instructional support materials and aids to meet the needs of students and faculty in an assigned laboratory.

Skill in:

1. Providing effective tutoring, instructional support and guidance to students in subject matter areas applicable to area of assignment; accurately, thoroughly and clearly answering students' subject matter, equipment use 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. Assigning and inspecting the work of student workers and lower-level staff.
5. Providing day-to-day technical support for computer hardware, peripherals and software relevant to assigned areas of responsibility.
6. Providing guidance to students in the use and operation of specialized equipment, tools, hardware and software.
7. Demonstrating and enforcing safe practices and procedures in the use of potentially dangerous tools, equipment and materials.
8. Analyzing, interpreting, explaining and applying relevant laws, regulations, ordinances and policies.
9. Operating a computer and other standard business and instructional equipment and using enterprise software and standard business software.
10. Organizing and maintaining a variety of records and files.
11. 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.
12. Communicating clearly and effectively, both orally and in writing.
13. Maintaining the confidentiality of student records and information.
14. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.

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

WORKING CONDITIONS.

Environmental Conditions: The employee works in a classroom and shop/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.