

Job Description

Position Title: Instructional Technology Assistant

Job Family: Instructional Support

Job Level: Support & Service - Intermediate

FLSA Status: Non-Exempt

Salary Grade: 04

Position Summary:

The Instructional Technology Assistant consults with College faculty to determine which resources best meet expressed learning needs. Provides intermediate Learning Management System and general academic and instructional technology training and support. Researches technology options and solutions and develops training materials and resources.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Participates in and supports collaborative, cross-departmental teams to support faculty with technology issues and address requests for assistance.
2. Assesses faculty needs to determine availability and appropriate resources and services.
3. Provides intermediate Learning Management System training, troubleshooting, and support.
4. Provides general academic and instructional technology training and support.
5. Researches technology options and solutions and develops training materials and resources.
6. Acts as a point of contact for College information, services, and resources.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of laboratory techniques
2. Knowledge of installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
3. Knowledge of applicable hardware, software, and peripheral equipment relevant to assignment
4. Skill in effective communication (both written and oral)
5. Skill in independent decision making
6. Skill in organization, coordination, and management
7. Skill in positive, productive, and flexible customer service
8. Skill in problem solving
9. Ability to develop and maintain effective and positive working relationships
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED in or a closely related field of study required.
- Associate's degree or applicable certification/training in related field of study preferred.
- One (1) year of experience required
- One (1) to (3) years of experience preferred

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a non-traditional work environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a non-traditional setting; to remain in a stationary position for prolonged periods of time; to frequently position self to perform duties, including installation of equipment; to move/transport/position moderate (up to 50 pounds) amounts of weight; to operate office and/or lab equipment including use of a computer keyboard; to operate various equipment required for the job; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information. May be exposed to electrical current, tight spaces and moving mechanical parts.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work duties
- Pre-employment background check
- DMV Check/Current and Valid AZ Driver's License