



West Valley - Mission

Community College District

CLASS SPECIFICATION

INSTRUCTIONAL TECHNICIAN – FOREIGN LANGUAGE/ESL

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 56

DEFINITION

To operate a community college language instructional lab and maintain relevant equipment, materials, and supplies; and to facilitate student learning by providing technical assistance to faculty and students.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Instructional Technician class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate an instructional computer laboratory to facilitate student learning in English and other languages.

Maintain and troubleshoot lab computers and related equipment; liaison with information technology staff for computer and printer repair or replacement; update software as required.

Install, operate, and demonstrate use of lab computers, recording devices and software.

Maintain a clean, neat, and safe lab environment.

Communicate with faculty and vendors regarding lab operations and equipment.

Provide instructional guidance and assistance to individual and small groups of students in the use of computers and lab software.

Reinforce grammar and writing concepts, theories, and practical applications presented by instructors.

Under direction of faculty, tutor students in problem areas, both academic and computer-related.

Research background of subject matter to maintain current information; may compile and organize lesson plans and materials for workshops.

Make presentations to classes to publicize services and programs offered.

Confer with faculty regarding curriculum, student assignments, and materials for lab including computer hardware and software and other learning tools and equipment.

Prepare and maintain a variety of records, logs, and files related to equipment and supply inventory and purchase, and student assignments and attendance.

Assist with the production and distribution of marketing materials to promote lab activities; liaison with other college departments to promote the lab.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Operation and maintenance of an instructional language lab.

Principles of second language acquisition in adults.

Instructional principles, practices, and methodology; effective tutorial techniques.

Language learning software.

Correct English usage, grammar, spelling, and vocabulary.

Modern office procedures, systems, and equipment.

Methods and techniques of recordkeeping and inventory control.

Installation, operation, and maintenance of specialized equipment and instructional software used in the lab.

Adult learning theory.

Use of instructional technology and media to enhance student learning.

Ability to:

Operate and demonstrate the use of specialized equipment, software, and materials.

Operate and maintain an instructional laboratory at a community college.

On a continuous basis, know and understand operations, and observe safety rules. Intermittently analyze problem equipment; identify and locate equipment and supplies; interpret schedules and lab descriptions; remember equipment location; and explain jobs to others.

On a continuous basis, sit for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Provide technical support for instructors and students in a computer lab environment.

Learn and utilize new software and technology applicable to language learning.

Troubleshoot basic computer issues, including microphone connectivity, internet or log-in issues.

Maintain a clean, neat, and safe lab environment.

Provide instructional assistance to students in a learning laboratory environment.

Maintain records and prepare reports.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience in an instructional support capacity.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in education, language arts or a related field.

EEO Category: Technical/Paraprofessional

Date Approved: July 1, 2017