



West Valley - Mission

Community College District

CLASS SPECIFICATION

INSTRUCTIONAL TECHNICIAN – TUTORING CENTER

Classified Position (Non-Exempt Status)

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

DEFINITION

To operate a community college tutoring center, including recruitment of tutors and mentors in a variety of academic areas; to maintain relevant equipment, materials, and supplies; to facilitate student learning by providing technical assistance to faculty and students; and to train and provide oversight for tutors in the lab.

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 a multi-discipline tutorial laboratory to facilitate student learning in math, science, English, study habits, and related subjects.

Maintain lab computer and printing equipment and functions; liaison with information technology staff for computer and printer repair or replacement.

Maintain a clean, neat, and safe lab environment.

Communicate with faculty regarding lab operations and equipment.

Provide instructional guidance and assistance to individual and small groups of students; reinforce concepts, theories, and practical applications presented by instructors.

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

Recruit, train, and direct student tutors; schedule, assign, and review work assignments; prepare and maintain a variety of records and files related to tutor contracts and timesheets.

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 lab.

General education courses at the community college level.

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

Modern office procedures, systems, and equipment.

Methods and techniques of recordkeeping and inventory control.

Mathematics curriculum offered at a community college.

Operation, maintenance, and repair of specialized equipment and software used in the lab.

Ability to:

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

Recruit, train, and direct the work of student tutors.

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 or stand 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 an instructional lab environment.

Maintain a clean 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 general education subjects or a related field.

EEO Category: Technical/Paraprofessional

Date Approved: July 1, 2017