



**West Valley - Mission**

Community College District

## **CLASS SPECIFICATION**

---

### **INSTRUCTIONAL TECHNICIAN – WRITING CENTER**

Classified Position (Non-Exempt Status)

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

---

#### **DEFINITION**

To operate a community college writing center, including recruitment of student tutors and desk attendants; to maintain relevant equipment, materials and supplies; to facilitate student learning by providing technical assistance to faculty and students; and to promote the writing lab to other college departments.

#### **DISTINGUISHING CHARACTERISTICS**

This is the journey level in the single level Instructional Technician class series. 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 computer-assisted writing laboratory to facilitate student learning in writing skills and the operation of computers and related software, in accordance with Title 5 regulations.

Provide orientations to the writing center for students, tutors, and instructors; explain policies and procedures and promote program activities.

Maintain a clean, neat, and safe lab environment; maintain equipment and schedule repairs as needed.

Set up, operate, and demonstrate the use of equipment and instructional software.

Coordinate the recruitment of tutors; schedule tutoring sessions to ensure optimal use of the tutorial centers; assign students to tutors and respond to questions and concerns regarding tutoring services.

Oversee production and distribution of marketing materials for the writing center; make presentations to classes in all college departments to promote use of the center.

Prepare and maintain a variety of records, logs, and files related to tutor contracts and payroll, lab use statistics including proper capturing of student hours, and equipment and supply purchases and inventory.

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.

Basic principles of training and work direction.

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

Correct English usage, grammar, spelling, vocabulary, and composition.

Modern office procedures, systems, and equipment.

Methods and techniques of recordkeeping and inventory control.

Title 5 regulations and record-keeping requirements for tutoring program and learning assistance operations.

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 desk attendants and workers.

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.

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 in the areas of reading, writing, and/or computer skills.

#### **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*