



West Valley - Mission

Community College District

CLASS SPECIFICATION

INSTRUCTIONAL TECHNOLOGY TECHNICIAN

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 72

DEFINITION

To perform responsible technical duties related to instructional and classroom technology; provide project support for new and modified systems; and to install and configure audio visual, computers, and related peripheral equipment.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Instructional Technology Technician technical 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 supervisor; and may receive technical and functional oversight from professional level staff.

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

Coordinate and provide technical support, over the telephone, through email, remotely and/or in person, to campus personnel, faculty and students; troubleshoot and solve standard software, hardware, audio visual, telecommunications and connectivity problems and equipment.

Provide first-level and second-level assistance to faculty and students; verify the location of the problem; elicit information from end user on the nature of the issue; resolve issue or refer to higher level staff when necessary.

Ensure that new and upgraded assigned systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.

Produce information in alternate formats; convert educational materials to alternate formats consistent with the student's needs.

Support outside groups and non-school activities that require use of AV equipment and class room technology.

Research, recommend, purchase and install computer equipment, software, audiovisual, communications and electronic equipment and systems.

Set-up for college events; video conferencing meetings, and lecture capture events.

Provide one-on-one training pertaining to the use of standard instructional applications, equipment and/or systems, such as audio/video equipment, telecommunication equipment and systems, personal computers, laptop computers, mobile devices, other media and general office software.

Adapt electronic instructional media such as the closed captioning of videos and/or multi-media materials.

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:

Basic instructional technology systems related to area of assignment.

Basic operational characteristics of instructional technology related to area of assignment such as to computers, mobile devices, audio visual, network and communication systems.

Basic methods, tools, and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to instructional technology.

Principles and practices related to area of assignment such as to computers, mobile devices, audio visual, network and communication systems.

Principles and techniques of advanced troubleshooting related to area of assignment such as to computers, mobile devices, audio visual, network, communication systems and other media.

Principles and practices of project management and workflow process.

Ability to:

Troubleshoot problems related to area of assignment such as to computers, mobile devices, audio visual, network and communication systems; identify and locate the source of the problem; diagnose problem and develop logical, reliable solutions; and initiate corrective actions.

Install, maintain, repair and modify a variety of computer equipment, software, audio visual, communications and electronic equipment and systems.

Train less experienced staff.

Write procedures and documentation for problems, solutions and standards.

Read, comprehend and retain technical information related to area of assignment.

Perform instructional technology hardware and software customer support duties.

Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.

On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.

Learn the operations and functions of an assigned business unit.

Learn to troubleshoot problems related to area of assignment such as to computers, mobile devices, audio visual, network and communication systems; identify and locate the source of the problem; diagnose problem and develop logical, reliable solutions; and initiate corrective actions.

Learn to install, maintain, repair and modify a variety of computer equipment, software, audio visual, communications and electronic equipment and systems.

Learn to write procedures and documentation for problems, solutions and standards.

Track service requests and trouble reports and ensure problems are resolved.

Communicate technical issues to individuals with varying degrees of information technology knowledge.

Organize and manage multiple priorities and perform a variety of work assignments.

Provide on-call service during off hours, evenings, weekends and holidays.

Use sound judgment in recognizing scope of authority.

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 technical instructional technology experience.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in instructional systems or a related field.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

EEO Category: Technical/Paraprofessional

Date Approved: July 1, 2017