

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SERVICES TECHNICIAN

SUMMARY DESCRIPTION

Under the direction of the Instructional Support Services Supervisor, assist in a variety of technical duties in support of the Instructional Support Services Office; provide technical assistance to academic schools relating to course and class schedule and catalog input; participate in the implementation and upgrading of computerized systems involving the Instructional Support Services Office; assist in generation and distribution of various reports.

DISTINGUISHING CHARACTERISTICS

This is the full journey level professional class within the Instructional Services series. Incumbents in this class provide technical assistance to academic schools relating to course and class schedule input, enrollment management, and catalog production. Incumbents in this class also serve as back up to the Instructional Services Specialist. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in providing a variety of technical support for enrollment management processes including schedule and catalog production, faculty loads, room scheduling, curriculum development process, and maintenance of materials fees. ***E***
2. Participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations. ***E***
3. Communicate with and provide information to academic schools and other departments regarding information required for schedule and catalog data input functions. ***E***
4. Assist in the preparation and distribution of class schedules, catalog, and other instructional materials; participate in the development of schedule/catalog production timelines; assist with the proofing, editing, and preparing of the class schedule for printing. ***E***
5. Support the registration/counseling processes through preparation, update, and distribution of schedule/catalog changes and updating of degree audit system; provide assistance and information to administration, faculty, and staff campus-wide concerning schedule/catalog parameters. ***E***
6. Participate in the development of recommendations for system changes and improvements to better serve students and staff needs; assist in the coordination of new software and technical procedures that support the functions of the Instructional Support Services Office. ***E***
7. Provide support in the collection, retrieval, and creation of various reports to serve as resources for Academic Affairs, Student Affairs, and academic schools; assist in database maintenance. ***E***
8. Maintain current knowledge of applicable laws, rules, regulations, policies, and procedures including those related to college curriculum, State Title 5, and Education Code regulations. ***E***

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9. Prepare training documentation and conduct staff training sessions; provide technical expertise to other staff, faculty, and administrators including in CurricUNET, degree audit, and schedule and catalog production.
10. Participate in selecting, training, and providing work direction to student workers; review completed work projects.
11. Assist with the maintenance of Colleague modules pertaining to instruction.
12. Assist in the updating of state MIS information for reporting purposes.
13. Participate in the development of the academic calendar; participate in committees and meetings pertaining to the Instructional Support Services Office.
14. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Pertinent rules, regulations, policies, and procedures relating to college operations with emphasis on instructional services including state regulations related to curriculum, faculty loads, schedules, and catalogs.

Colleague data systems and data retrieval methods pertaining to instructional services.

Basic methods and techniques of database administration.

District organization, operations, policies, and objectives.

Principles of business letter writing and publication formatting requirements.

Interpersonal skills using tact, patience, and courtesy.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

Oral and written communication skills.

Technical aspects in specialty field.

English usage, spelling, grammar, and punctuation.

Ability to:

Perform technical duties involving the use of independent judgment and personal initiative.

Learn, understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures and apply them with good judgment.

Understand and apply Colleague modules that support the Instructional Support Services Office.

Document operations processes for staff training.

Compile, assemble, and interpret data from diverse sources.

Prepare a variety of reports and correspondence related to area of assignment.

Maintain accurate and complete records and files.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Serve as a liaison with other College departments and divisions.

Understand and follow oral and written directions.

Work independently in the absence of supervisor.

Plan and organize work to meet schedules and deadlines.

Work collaboratively with others.

Work confidentially with discretion.

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Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in business administration or a related field; two years of increasingly responsible experience in a technical support function, preferably in a higher education institution.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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