INSTRUCTIONAL ASSISTANT I/II
COMPUTER APPLICATIONS/BUSINESS TECHNOLOGY

DEFINITION
Under general supervision, performs a variety of standard to difficult instructional program support, tutoring and administrative activities in support of the Computer Applications/Business Technology program; performs related duties as required or assigned.

CLASSIFICATION CHARACTERISTICS
Instructional Assistant I - Computer Applications/Business Technology is the entry level classification of this instructional support series. This position provides direct support to students. Initially under supervision, incumbents learn about the College Computer Applications/Business Technology program and procedures. As experience is gained, there is greater independence of action within established guidelines. This classification is alternately staffed with Instructional Assistant II - Computer Applications/Business Technology and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level classification.

Instructional Assistant II - Computer Applications/Business Technology is the experienced level classification of this series; competent to perform standard to difficult instructional support services. Incumbents in this classification may be assigned duties in support of students in a laboratory or tutoring capacity or in support of the overall Computer Applications/Business Technology program. General work guidelines are normally established by an instructor or educational administrator; however, day-to-day activities require the use of initiative and judgment in specific situations.

EXAMPLES OF DUTIES (Illustrative Only)

- Prepares, compiles, collates, maintains, updates and disseminates instructional materials in accordance with instructors' directions (E)
- Develops and presents learning materials and instructional exercises to individuals and groups (E)
- Tutors students individually and/or in small groups to reinforce class material taught in the Computer Applications/Business Technology program (E)
- Coordinates materials, equipment, facilities and supplies for classes (E)
- Sets up, installs, maintains and services equipment, materials and supplies used in classes, laboratories, workshops and supplemental tutoring sessions (E)
- Trains students and others in the safe use of specialized equipment, including computer hardware and software, and procedures and processes (E)
- Administers and scores tests and examinations (E)
- Answers students' questions and advises regarding Computer Applications/Business Technology assignments; including the full range of computer application/business technology courses taught in the first two years of college (E)
- Assists in completing and processing various forms, certificates and other documents (E)
- Maintains physical environment and condition of facility and its equipment (E)
- Schedules student appointments, tests, meetings and facilities (E)
- Maintains student records; keeps other detailed records such as budget, financial and attendance records (E)
- Maintains an inventory of and requisitions supplies and equipment (E)
- Maintains the security of special, technical or hazardous supplies and equipment (E)
- Operates standard office equipment and instructional media (E)
EXAMPLES OF DUTIES (continued)

- Prepares periodic and special reports \((E)\)
- Attends to a variety of office administrative details such as arranging for the repair of equipment, transmitting information and keeping reference materials up to date \((E)\)
- Assists in the recruitment and selection of student assistants; and provides instruction in safe work procedures \((E)\)
- May conduct workshops, orientations and meetings
- Performs related duties as required or assigned

\((E)\) = designates essential functions

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job characteristics as defined under Classification Characteristics.

Knowledge of:

- Subject matter
- Effective instructional techniques
- Principles, theories, practices, methods and equipment of the computer technology center, technologically enhanced (“SMART”) classrooms or assigned instructional program area(s)
- Health and safety practices related to the use of computers in an instructional setting
- Standard office practices and procedures including filing, and the operation of office equipment, including personal or online computers
- Detailed recordkeeping and budget tracking
- Correct English usage, including spelling, grammar and punctuation

Skill in:

- Safely operating, maintaining and demonstrating the use of specialized equipment, supplies and materials used in the computer technology center, technologically enhanced (“SMART”) classrooms or assigned instructional program area(s)
- Applying and explaining instructional methods and procedures
- Keeping abreast of Computer Application/Business Technology program changes
- Reading, understanding and presenting course materials to students
- Coordinating multiple projects and meeting deadlines
- Maintaining accurate records, files and databases
- Preparing clear and concise reports, correspondence and similar written materials
- Establishing and maintaining effective working relationships with those contacted in the course of the work including those from diverse backgrounds
- Understanding and following oral and written instructions
- Operating a personal computer to enter, edit and retrieve data and generate reports
- Learning new software as required for duties outlined above
- Effectively operating and maintaining an orderly instructional environment
QUALIFICATIONS (continued)

Other Minimum Requirements:

- Specified positions may require possession of and ability to maintain a valid California driver's license and safe driving record during the course of employment
- Specified positions may require bilingual skills in Spanish/English or other languages
- Specified positions may require registration, licensure or certification related to the assigned instructional program area
- Must be willing and able to work at various campus sites

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

**Instructional Assistant I - Computer Applications/Business Technology:** Equivalent to completion of two years of college with college level, lower division* coursework in computer science, computer applications, or related field *(transfer-level, sophomore or above) which will provide the knowledge and skills to support the Computer Applications/Business Technology program and two years of experience in either educational support work which has included interaction with students in a classroom or tutorial setting, or work in the program area to which assigned.

**Please note:** Additional experience that would provide the required subject matter expertise as outlined above may be substituted for the education on a year-for-year basis and/or additional education may be substituted for the experience on a year-for-year basis.

**Instructional Assistant II - Computer Applications/Business Technology:** In addition to the above, one year of full time equivalent experience providing instructional assistance in a laboratory or tutorial setting at a level equivalent to the College's classification of Instructional Assistant I.

Established: November 30, 2011