

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

INSTRUCTIONAL SYSTEMS SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, leads, oversees, and participates in the more complex and difficult work of staff responsible for the installation, operation and maintenance of all campus instructional delivery systems and audio/visual equipment, and administration of video conferencing systems and networks; and performs a variety of technical tasks relative to assigned areas of responsibility.

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. Lead, plan, train, and review the work of staff responsible for supporting instructional delivery systems, technologies, and equipment; participate in performing the most complex work of the unit.
2. Train assigned employees in their areas of work including instructional technology support and maintenance methods, procedures, and techniques.
3. Install and maintain classroom computers, terminals and related hardware and software; supervise the use, care, and operation of instructional technology equipment including computers, projectors, audio/visual equipment, and recording equipment.
4. Install and maintain multimedia equipment including data/video projectors, audio systems and related controls; adjust data/video network switching systems; maintain the campus video communications systems and network.
5. Provide technical support for events and meetings on and off campus; coordinate, schedule, design, install, service, and operate data projectors and live audio during events and meetings.
6. Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
7. Respond to instructor requests for assistance with hardware and software problems on classroom demonstration computers; determine instructor needs and requirements.
8. Install, maintain, upgrade and configure video conferencing system software on campus video communication systems; monitor audio and video conference systems and sites including satellite systems.
9. Assist in the design, engineering, cabling and installation of mounting hardware in multimedia classrooms.
10. Troubleshoot and resolve technical problems with campus closed circuit television system and other similar systems.
11. Coordinate installation, maintenance, and repair of classroom instructional equipment.
12. Prepare and distribute technical tips and advice to instructional equipment users through memos, bulletins, and workshops.

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13. Set up and maintain detailed inventory records of equipment purchases, maintenance requests, documentation, supplies and similar operational details.
14. Make budget recommendations concerning instructional systems, equipment and services.
15. Schedule, review and evaluate student assistants and other assigned personnel.
16. Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.
17. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
18. Learn and use new technologies required to remain current in the field.
19. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operations, services, and activities of an instructional delivery equipment support program.
2. Principles of lead supervision and training.
3. Methods and techniques of computer hardware and software maintenance as it pertains to instructional technology.
4. Installation and use of television, satellite, videoconferencing and other similar instructional delivery systems.
5. Specifications, installation, use and routine maintenance of classroom instructional equipment and equipment for instructional delivery within the campus and to distant locations.
6. Computer applications appropriate to instructional delivery systems.
7. Legal requirements for equipment required for implementation of distance learning.
8. Procedures for ordering, receiving, operating and securing assigned equipment appropriate to instructional delivery.
9. Interactive multimedia instructional delivery materials, equipment, and delivery.
10. Basic systems analysis and design concepts.
11. Information sources to remain current in the field.

Ability to:

1. Lead, organize, and review the work of staff.
2. Independently perform the most difficult instructional delivery equipment support.
3. Interpret, explain, and enforce department policies and procedures.
4. Operate and troubleshoot a wide variety of instructional equipment.
5. Troubleshoot malfunctions and document procedures.
6. Solve problems using logical reasoning.
7. Use software for management of inventory, delivery systems and documentation.
8. Schedule equipment and resources for maximum availability.
9. Learn and apply new instructional systems technologies.
10. Plan for future delivery systems and equipment.
11. Work independently in the absence of supervision.
12. Understand and follow oral and written instructions.
13. Communicate clearly and concisely, both orally and in writing.

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14. Establish and maintain effective working relationships with those contacted in the course of work.
15. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in instructional technology, computer science, or a related field.

Experience:

Two years of increasingly responsible technical instruction support experience.

License or Certificate:

Possession of an appropriate, valid driver's license.

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 in indoor and outdoor environments, with travel from site to site and exposure to all types of weather and temperature conditions; exposure to electrical energy; work at heights on scaffolding and ladders.

Physical: Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; requires a sense of touch, finger dexterity, gripping with fingers and hands; operate assigned equipment and vehicles; and verbally communicate to exchange information.

3/19/06;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Library Learning Resources