San Jose · Evergreen Community College District
Classified Job Description

Position: Instructional Support Assistant, Lab Lead   **Department:** Academic Affairs

Location: EVC or SJCC   **Date:** 6/10/15

POSITION PURPOSE

Reporting to a Dean or assigned administrator, the Instructional Support Assistant, Lab Lead provides administrative support for lab/classroom activities in addition to providing tutorial and technical assistance to students, either in a classroom or laboratory setting, enrolled in courses at all levels within the college curriculum. Working with instructors, designs and delivers workshops related to curriculum content. Tasks performed require in-depth technical or professional competence in the instructional area as demonstrated through classroom/lab support, one-on-one tutoring, small group facilitation and large group demonstrations. Incumbents must be able to work with all students of varying ages and backgrounds including diverse cultures, learning styles and learning abilities.

KEY DUTIES AND RESPONSIBILITIES:

Working with Students – Instructional Support

1. Provide one-on-one and small group instructional support to students at all levels within the college in either a classroom or lab setting. Reinforce and reintroduce information and materials presented in class or in self-paced modules and introduce alternative or expanded information to enhance student learning.

2. Working with instructors, design and deliver workshops and learning modules based on instructional objectives for students and possibly faculty and staff.

3. Work with students who learn at varying speeds to continually engage those moving more quickly as well as supporting those needing more time and assistance.

4. Working with instructors, demonstrate and assign appropriate drills and construct developmental models and projects for the lab or classroom, and as needed catered to particular student needs. May revise learning materials as needed.

5. Provide a variety of technologies and resources for students in addition to verbal assistance such as computer-assisted instruction and video/audio taped lectures.

6. Recognize when students are experiencing learning difficulties and present material using various approaches to identify what works for which students.

7. Refer students as appropriate to Disabled Students Programs and Service (DSP&S). Work with DSP&S to incorporate adaptive technologies and alternative learning exercises and approaches to increase student learning.

8. Provide referrals to and work closely with a variety of campus services designed to support and enhance learning opportunities for students.

9. Verify completion of student assignments and monitor student progress. Anticipate potential challenges that will face students relative to specific assignments based on particular needs including but not limited to learning styles, disability and students with English as a Second Language. Suggest strategies for students to overcome the challenges.

10. Analyze assignments from instructors within the discipline to help determine requirements. Evaluate student work for the assigned curriculum, and make determinations if assignment criteria, class grade level standards, and the other specific requirements established by instructors are met.

11. Work with instructors to maintain up-to-date knowledge of teaching and learning technologies, alternative learning materials, and computer applications pertinent to programs and services.

12. Consult reference works and/or perform internet searches to research concepts related to student assignments. Conduct searches as requested for learning materials in subject area.

13. Tutor and instruct students in learning and test-taking strategies (e.g., flash cards, study guides, and test-taking techniques).

14. May conduct assessments and recommend student level placement.

15. Serve as a liaison between the student and instructors and tutors. Keep instructors appraised of student progress.

Technical Support – Use of Lab/Classroom and Equipment

16. Schedule and conduct orientations for assigned lab and/or classroom areas including instruction on use of equipment and procedures and provide continual monitoring for proper usage.

17. Provide ongoing technical assistance to students related to proper use of tutorial and laboratory equipment. Create supporting documentation as needed for use of lab/center services and computer equipment. Organize and maintain existing reference materials, and create answer keys as needed.

Administrative

18. Monitor, maintain and order supplies as needed, and make purchase recommendations for equipment and instructional material needs.

19. Work with other staff and faculty to establish lab/classroom procedures.

20. Perform routine administrative functions related to data entry, filing and processing paperwork related to temporary employees and student use of the lab and classroom. May maintain attendance records for temporary employees. Ensure that student attendance is documented and entered onto a computer-aided timekeeping system.

21. Administer tests and quizzes in accordance with State regulations and college policies. Prepare testing schedules. Ensure security of test materials and maintain confidentiality with regard to student test-taking.

22. May schedule, train, and oversee student workers, tutors and other temporary employees. May periodically take the lead to select student workers and tutors for hire.

Other

23. Perform other related duties as assigned.

Knowledge of:

1. Effective use of technology and computer applications for providing instructional support.

2. A working knowledge of learning styles and learning disabilities.

3. A working knowledge of a range of courses offered within the assigned instructional area.

4. In-depth knowledge of tutorial and instructional techniques.

5. Standard classroom or laboratory procedures, organization, equipment, tests, experiments, and simulations.

6. Sufficient human relation and public speaking skills to convey technical concepts to others and to facilitate a small and large group learning processes.

7. Enterprise application software and MS Office such as Word, Excel spreadsheets.

8. Modern office practices, procedures and equipment including computer operation.

9. Oral and written communication skills.

Skills and Ability to:

1. Carry out the responsibilities of the job including general instructional support, providing a range of tutoring and instructional support for adult students of diverse backgrounds, abilities and skill levels.

2. Hire, train, and schedule student tutors and maintain staffing level to lab usage.

3. Make formal and information presentations one-on-one and in groups.

4. Support students and solve subject-related problems in assign area.

5. Write reports, business correspondence and procedure manuals.

6. Maintain and update multiple budgets.

7. Supervise lab users, administer tests, and perform general clerical tasks.

8. Communicate effectively both orally and in writing and make presentations.

9. Establish and maintain cooperative and effective working relationships with others.

10. Work independently with little supervision; prioritize work and meet schedules.

Experience and Education:

1. An Associate degree from an accredited college or university, with 12 semester units directly related to assigned area.

2. Two years of directly related work experience.

3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic back of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Physical Demands:

1. Dexterity of hands and fingers to operate a computer keyboard.

2. Sitting or standing for extended periods of time.

3. Hearing and speaking to exchange information in person or on the telephone.

4. Seeing to read a variety of materials.

Board Approved: 6/9/15
Salary Range: 86
EEO Category: 2B3 – Technical/Paraprofessional