VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL LAB TECHNICIAN II-LEARNING RESOURCES

BASIC FUNCTION:

Under the direction of an assigned supervisor, plan, organize, oversee and support activities of the Learning Resource Center, including lab and tutoring areas. Recruit, select, train, schedule and direct tutors and student personnel assigned to the center. Provide instructional and technical assistance to students, faculty, and others. Install; diagnose equipment malfunctions; and perform preventative maintenance, repair, or upgrades to all equipment. Install and trouble-shoot software.

DISTINGUISHING CHARACTERISTICS:

Instructional Lab Technician-Learning Resources II class is the more specialized classification in the series. Incumbents are required to be able to install and trouble shoot software in a networked environment, diagnose equipment malfunctions, perform maintenance and upgrades, and complete major repairs to all equipment including computers and instructional equipment. The Instructional Lab Technician-Learning Resources I performs minor repair and routine preventative maintenance to lab equipment, and processes requests for major repairs.

REPRESENTATIVE DUTIES:

Recruit, select, train, and provide work direction to student assistants and/or tutors; schedule hours, monitor performance, prepare and maintain records including payroll. 

Monitor student attendance in labs and Tutoring Center; prepare related reports; assure policies and procedures are followed.

Interview, assess needs, and schedule students requesting tutorial services; coordinate with faculty to identify tutoring needs; perform tutorial outreach services.

Assist students and staff in the operation of equipment, running and debugging programs, retrieving printouts, creating and formatting documents, and using microcomputer applications, copiers, scanners, and printers. Advise and train faculty on use of instructional programs for instructional purposes.

Provide instructional support to students including assessing their needs and directing them to appropriate instructional materials.

Orient classes and individuals to resources available; demonstrate proper operation of equipment, software and other materials used in the labs.

Install equipment in a networked environment; diagnose equipment malfunction; and perform preventative maintenance, repair, or upgrades to all equipment.

Install and trouble-shoot software in a networked environment.

Established November 2003
Continually upgrade knowledge and skills as they relate to evolving technologies.  

Process warranty repairs with outside vendors as necessary.  

Order and maintain inventory of equipment and materials.  

Monitor budgets of assigned areas and make budget recommendations as appropriate.  

Perform a variety of clerical functions including typing, correspondence, flyers, etc.; requisitioning supplies and equipment; maintaining a variety of records, reports, and files.  

Perform related duties as assigned.  

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Learning styles, assessment tools and techniques for determining student tutoring needs, tutoring strategies  
- Principles and practices of work direction and training  
- Interpersonal skills using tact, patience and courtesy; conflict management skills  
- Correct English usage, grammar, spelling, punctuation, and vocabulary  
- Oral and written communication skills  
- Record-keeping techniques  
- Instructional materials to support basic skills  
- Strategies for installing, troubleshooting, repairing, maintaining and upgrading software as well as hardware  
- Physical nature of a network: LANS, WANS, switches, hubs and routers

**ABILITY TO:**

- Plan, direct and supervise activities and personnel in a learning resource center environment  
- Organize and develop innovative programs  
- Maintain records and prepare reports  
- Develop and maintain a website  
- Assess student needs, match tutoring strategies to student learning styles, and determine appropriate instructional materials  
- Operate, configure, maintain, upgrade, diagnose and repair hardware such as computers, peripherals, audio and video communication equipment, teleconferencing equipment, electronic kiosks, specialized adaptive equipment, and instructional classroom equipment including such things as LCD projectors, DVD’s, and VCR’s; as well as software of all kinds including discipline specific, operating system, utility, imaging, diagnostic, communication, office management, tutoring and administrative software
INSTRUCTIONAL LAB TECHNICIAN II-LEARNING RESOURCES (continued)

EDUCATION AND EXPERIENCE:

Any combination equivalent to completion of two years college level course work plus two years of related learning resources work experience including tutoring or learning center, and two years of experience installing, repairing and maintaining computers and peripherals.

WORKING CONDITIONS:

ENVIRONMENT:

College tutoring/computer lab environment

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others
Seeing to review documents to assure accurate completion
Sitting and standing for extended periods of time
Reaching to install and repair equipment
Dexterity of hands and fingers to operate computer and audio-visual equipment
Moderate lifting and carrying of computer terminals and other hardware
Bending at the waist, twisting and kneeling