VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASSIFICATION TITLE: INSTRUCTIONAL TECHNOLOGY SUPPORT ASSISTANT

BASIC FUNCTION:
Under the direction of an assistant dean or assigned supervisor, provide instructional and technical assistance to students, faculty, and others in support of a distance education program at a college campus.

DISTINGUISHING CHARACTERISTICS:
An Instructional Technology Support Assistant is distinguished from a Information Technology Support Assistant in that an Instructional Technology Support Assistant is responsible for providing technical assistance to students, faculty and staff in support of the distance education program at a college campus whereas an Information Technology Support Assistant reports directly to the Associate Vice Chancellor, Information Technology and performs complex and responsible administrative duties to relieve the administrator of a variety of administrative details relative to clerical procedures, control, and other areas of business operations pertaining to the organizational unit. In addition, the Information Technology Support Assistant provides first level help desk computer software and hardware support.

REPRESENTATIVE DUTIES:
Provide technical instruction, support, and assistance to students, faculty, and others concerning the distance education program course management system and a variety of other types of information resources. 

Configure, manage, implement, and maintain the course management system, including the upgrade and maintenance of users, accounts, and permissions, as well as processes and procedures.

Proctor a variety of academic exams that are required for the successful completion of distance education courses.

Conduct orientation sessions for distance education students, including one-to-one and group sessions; serve as an assistant to faculty in large group orientations in classroom and lab settings.

Collaborate with District staff to ensure effective implementation of distance education and other technology-oriented initiatives and programs.

Update and maintain source documents for web based resources relative to the college website and the distance education program.

Answer in-person and telephone inquiries from students, the public, faculty, administration, and other employees regarding classes and other technical inquiries related to the distance education program.

Established October 2008
Perform minor repairs and routine preventative maintenance on equipment such as computers, peripheral equipment, and audio-visual equipment; diagnose equipment malfunctions; and process requests for major repairs. 

Assist in the development and implementation of distance education resources including help desk support and online tutorials and resources.

Assist the assistant dean or assigned supervisor in creating new course modules within the course management system.

Monitor developments in the field of instructional design and technology to remain current on effective strategies and practices; communicate developments to faculty and staff.

Perform a variety of clerical functions related to the distance education program including typing of correspondence, requisition, flyers, etc.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Blackboard/Web CT
- Microsoft Word, Excel, Outlook, and similar applications
- Microsoft Windows and other commonly used operating systems
- Methods, procedures, and materials used in distance education
- Computer hardware and software products and their associated use in office and educational environments
- ADA/Section 508 standards and legal requirements
- Record-keeping techniques
- Principles of budget preparation and control
- Principles of instructional design theory
- Principles of adult learning theory
- Audio-visual equipment and materials common to colleges, their uses and limitations, and technical terminology

ABILITY TO:

- Communicate effectively, both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Remain calm under pressure
- Deal with difficult customers
- Work independently with little direction
- Present technical concepts clearly and concisely in oral and written form
- Analyze situations accurately and adopt effective courses of action
- Interpret, apply, and explain program, office, and department policies, rules, and regulations
EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Completion of two years of college level course work in Education, Instructional Technology, or Information Technology. A bachelor’s degree in Education or Instructional Technology can substitute for the two years of required experience.

Experience: Two years of experience using software applications relevant to the field of distance education. Experience providing one-on-one training, group training, or user support is preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others
Seeing to review documents to assure accurate completion
Sitting for extended periods of time
Reaching to retrieve and file records
Dexterity of hands and fingers to operate computer and audio-visual equipment