



INSTRUCTIONAL SUPPORT TECHNICIAN, DISCIPLINE

SALARY GRADE: [C1-45](#)

DEFINITION:

Under the direction of the assigned supervisor, participate in the coordination of instructional support programs for a designated discipline (English, Reading, and ESL; Math, Science, and Technology; and Humanities and Liberal Arts, Social Sciences, Business or related field); facilitate faculty and staff in providing specialized tutoring assistance to students enrolled in development-level courses; and train and provide work direction to assigned student employees.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

The following duties will be carried out in collaboration with the dean, discipline faculty, and all Student Success Center staff. Depending upon assignment, duties may include, but are not limited to, the following:

1. Participate in the coordination of instructional support programs in a designated discipline.
2. Provide instructional support to students in developmental level courses in a designated discipline.
3. Use and promote the use of theory-based developmental learning strategies such as meta-cognition when assisting students and tutors.
4. Provide individual, group, class-assigned and/or online tutoring/lab instruction as well as workshops to enhance student skills and knowledge in the areas of a designated discipline.
5. Implement and facilitate a designated discipline's student exercises, practices and assignments.
6. Assist students in developing effective study skills, time management skills, critical thinking skills, note taking skills, etc.
7. Assist students in self-assessment of skills and performance levels; help students develop learning goals and advance through various stages to meet those goals.
8. Prioritize higher and lower order learning tasks during tutoring sessions.
9. Assist in the recruiting, interviewing, and hiring of tutors.
10. Utilizing appropriate scheduling software, assist in the scheduling of tutors including the identifying and assigning of students and tutors to appropriate tutoring formats and settings.
11. Assist in the supervision, evaluation, and training of tutors (including the maintenance of tutor attendance and performance records) to ensure that effective tutoring, professionalism, and adherence to district policies occurs.
12. Prepare and maintain records, reports and files related to assigned activities.
13. Instruct students and tutors in the use of software systems used to deliver a designated discipline's developmental level instruction; maintain currency in instructional technology.
14. Participate in various professional development activities (including meetings, events, training, conferences, literature review) to maintain currency in a designated discipline as well as developmental education theory and practices.
15. Participate in all required meetings (including division, department, planning) and take an active role in planning for the Student Success Center.

16. Identify possible student learning challenges and refer students to appropriate campus disability resources for more expert advice.
17. Provide coverage for Student Success Center facilities as needed.
18. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Pre-college and college level courses in the assigned and/or related discipline.
2. Developmental level teaching techniques and strategies.
3. Awareness of techniques used to address varied learning styles.
4. Record keeping techniques.
5. Knowledge of instructional technology, including course management systems, instructional software, and online management tools.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Understanding of learning differences, learning skills, potential challenges and problem areas facing community college students.
3. Clearly explain fundamental concepts in the related discipline.
4. Ability to collaborate effectively with faculty and staff in providing instructional support to developmental level students.
5. Utilize appropriate technology to support learning in the related discipline.
6. Communicate effectively both orally and in writing.
7. Utilize effective interpersonal skills.
8. Establish and maintain cooperative and effective working relationships with others.
9. Utilize patience and respect for students' knowledge and skill levels as well as styles.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree.
2. Two (2) years of related work experience in a classroom, tutoring and/or lab setting working with students in the assigned discipline and web development, with emphasis on instructional design experience.

WORKING CONDITIONS:

Environment:

1. Busy laboratory or classroom environment.
2. Constant interruptions.
3. Noise.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.

7. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

Date Approved: March 2010; August 2016

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