



COORDINATOR, ASSISTIVE TECHNOLOGY

DEFINITION

Under general supervision, plans, researches, organizes, coordinates, and participates in the provision of Assistive Technology solutions; evaluates, assesses, and recommends solutions for students and faculty; procures assistive technology equipment and services; creates instructional design materials, marketing collateral, and reports; coordinates and oversees the operation and maintenance of assigned computer laboratory; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating Assistive Technology program, services, and computer and instructional laboratories. The duties involved include the implementation of goals and objectives and oversight of budget, performance, and reporting. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Organizes, coordinates, schedules, and oversees Assistive Technology program, services, and computer and instructional laboratories for a diverse student population by creating positive learning communities.
- Participates in the planning, research, development, and implementation of policies, procedures, and handbooks for assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
- Evaluates, assesses, and recommends Assistive Technology solutions to students.
- Trains faculty and staff on use of Assistive Technology solutions; creates accessible documents and instructional materials for in-person and virtual classes.
- Uses and promotes the use of theory-based developmental learning strategies when developing, explaining, and demonstrating Assistive Technology solutions and instructional materials and strategies.
- Coordinates the operations, services, and activities of assigned computer and instructional laboratories by assisting and providing training and instruction to faculty, students, and staff in the use of a variety of equipment, materials, and supplies found in assigned instructional and/or computer laboratory.
- Evaluates, responds to, and resolves requests for technical support from faculty, students, and staff experiencing problems with hardware, software, networking, and other computer and related

- equipment; diagnoses and troubleshoots problems, determines and implements solutions, and/or refers highly complex problems to specialized or higher-level personnel.
- Researches, evaluates, and procures services and equipment; monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment; coordinates equipment loan program; monitors budget and expenditures.
 - Oversees and conducts recruitments for and training of student workers; develops work schedules; reviews and approves timesheets; monitors hours worked and allocated budgets; provides work direction and confers with student workers to explain performance standards, policies, and procedures.
 - Creates a variety of documents including instructional design materials, marketing collateral, and reports to promote Assistive Technology solutions.
 - Plans, organizes, and coordinates day-to-day operations of the Deaf and Hard of Hearing (DHH) program; implements program policies and directives in compliance with District, state, and federal guidelines; serves as a liaison between students, staff, faculty, and the general campus community; provides information on program requirements and services.
 - Coordinates program budget; researches and works with management to resolve budget questions and inconsistencies; monitors and tracks expenditures and revenues; creates and processes contracts, agreements, and requisitions; reviews and approves invoices; develops budget reports as needed.
 - Plans, prioritizes, and schedules interpreting assignments by providing and coordinating interpreters and captioners for classes, meetings, tutoring, evaluations, testing, and campus performances and events.
 - Responds to inquiries and requests for information and resources; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
 - Stays abreast of new trends and innovations in the field of Assistive Technology and DHH programs, services, and equipment; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
 - Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles, practices, policies, and procedures related to planning, coordinating, and implementing Assistive Technology solution services and equipment.
- Principles and practices of program and/or office coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Advanced principles, practices, and customization and use of various assistive technology solutions.
- Educational assessment strategies and methods to identify students' learning styles and needs and recommend appropriate assistive technology solutions.
- Disabilities including physical, learning, psychological, and mental health conditions.
- Principles, practices, and methods of instructional design, methods, and technologies.
- Appropriate roles and individual responsibilities relating to interpreting for deaf and hard-of-hearing persons.
- Deaf culture and general issues in the field of deafness.
- Theories, principles, practices, and methods for evaluating, configuring, installing, troubleshooting, and maintaining hardware, software, systems/infrastructure, and related peripherals.
- Principles and practices of data collection and report preparation.

- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer hardware, software, systems/infrastructure, and related peripherals relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for Assistive Technology and DHH program, services, and computer and instructional laboratories.
- Develop, implement, and coordinate assigned programs, services, and activities in an independent and cooperative manner, evaluate alternatives, make preliminary recommendations, and prepare reports.
- Evaluate and implement assessment methods to identify students' learning styles and needs, monitor progress, and recommend assistive technology solutions.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in educational technology, computer science, or a related field and three (3) years of experience using training technology for instruction including design and development of training materials and resources for a variety of delivery modes (such as, in-person or virtual; individualized or group) or two (2) years of experience in program development and implementation working with students with disabilities.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-60

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021