

Position: Instructional Support Specialist I	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 112

Summary

Provides assistance to students involved in a classroom/laboratory setting. Tasks performed require technical competence in the subject taught.

Essential Duties and Responsibilities

- In consultation with senior-level staff or faculty, works with students individually or in small groups to enhance their learning, providing direct assistance in the use of equipment and materials needed for instruction. Assists and corrects students with problems, practice sets, and homework, both manual and computerized.
- Maintains files of each students' papers; monitors lab hours attended by each student; maintain records and course material as directed.
- Distributes learning materials to students such as assignments, cassette players, tapes, visual aids and other teaching tools, ensuring proper inventory controls.
- Orients students to a learning laboratory. Sets up pre-determined learning or lab experiences for students as required by faculty direction.
- Provides support to students using computers. Assists students to solve common problems with computer software or input/output devices.
- Administers homework assignments, learning simulations, tests (including pre-and-post assessments) and quizzes students based on formats provided by instructors. Corrects tests and student homework and supplemental learning exercises using templates or fact sheets derived by faculty. Provides feedback to students on test and homework results.
- Maintains instructional laboratory or equivalent environment in a safe, clean and orderly condition. Assists in maintaining operational condition of equipment.
- Performs clerical support such as layout, preparation, and copying of instructional materials and forms, student information such as instructional goals, and tests. May take messages for students or instructors who are working in the area.
- Provides students, staff, and the public with information over the telephone or in person relating to specific programs.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires a working knowledge of instructional techniques and subject-specific skills sufficient to instruct and tutor students on an informal level. Working technical knowledge of the principles and practices of laboratory instruction and techniques for use of equipment or learning assistance devices. Requires a working knowledge of the operation of computers and software programs, particularly those supporting the subject being taught. Requires strong analytical skills to analyze situations and develop appropriate response. Requires well-developed human relations skills to convey technical concepts to students and interact in a courteous manner. Requires sufficient language and writing skills to prepare instructional support materials.

- **Abilities**

Requires the ability to carry out the responsibilities of the position including deliver instruction support, set up laboratory assignments and tests, as well as student projects. Must be able to maintain the lab and equipment in a safe and organized manner. Requires the ability to instruct students in the use of equipment and programs. Requires the ability to perform routine record keeping and report writing duties. Must be able to organize and prioritize work and manage time effectively. Must be able to communicate in both formal and informal setting with students, instructors, and other interested parties. Requires sensitivity to the needs and behavior of students of various ethnic and cultural backgrounds and disabilities.

- **Physical Abilities**

Requires sufficient ambulatory to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings. Requires visual acuity to read numbers and words and to observe students perform tests and assignments.

- **Education and Experience**

The position requires an Associates degree or equivalent technical certification plus demonstrated experience working with students in a lab or remedial learning environment.

- **Licenses and Certificates**