

## **INSTRUCTIONAL ASSISTANT**

### **Arts, Media, and Entertainment**

#### **DEFINITION**

Under general supervision of assigned manager/supervisor, assists faculty by working with students individually and in groups in the improvement of academic knowledge and technical skills. Focus will be in the applied technical aspects of computer assisted and/or generated work in television and radio production, digital media, art, and MIDI (musical instrument digital interface).

#### **TYPICAL DUTIES**

Assists in training students in the use of computer equipment, software applications and appropriate learning methods and procedures; maintains and works in the television, radio, and digital media labs; creates user logins, accounts, and documents for lab usage; oversees and manages the orderly operation and availability of lab facilities, computers and peripherals. Documents computer user problems; and performs troubleshooting and minor maintenance on equipment and software. Assists students in concept understanding and skills acquisition; and proctors exams. Assists in screening, hiring, training, scheduling, assigning student aides. Maintains student contact hours, completes related pay forms for student aids. Takes responsibility for and monitors the day to day security of the facilities and equipment, including lab access and emergency situations. Assists faculty and students in setting up the computer labs and related materials for instructional purposes in the Digital Media Lab and studios. Assists students with software applications and resolving hardware problems in the computer labs; issues, receives, and checks equipment used by students; supervises student assistants as assigned; tracks student attendance in open lab sessions; prepares labs for specific class use as required by different programs; maintains inventory controls for tools and equipment; coordinates with faculty on maintenance requests; organizes and maintains equipment storage areas for maximum security. Assists online instruction by supporting students via virtual meetings and providing training on the college's virtual lab; maintains the department's support page. Performs related duties as required.

#### **QUALIFICATIONS**

##### **EXPERIENCE**

One year of experience related to the duties of the position.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting experience requirement.

##### **EDUCATION**

Completion of an Associate's degree or 60 semester units (90 quarter units) with 28 semester units in multi-media applications.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

**KNOWLEDGE OF**

Knowledge of computer system principles, familiarity with both Mac and PC computers, and exposure to common multi-media software such as: Premiere Pro, Photoshop, Painter, After Effects, Final Cut Pro, Flash, MIDI, Pro Tools, Audition, audio and video editing software, and web design applications; Adobe suite of programs; production basics for single camera EFP shoots, multi camera studio productions, and sound records; applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; instructional methods, tutoring and training techniques including curriculum design principles, learning theory, group and individual tutoring techniques, design of individual development plans, and test design principles various learning and teaching styles; and of diversity awareness and the surrounding issues including age, gender, cultural background, and disabilities (learning and physical); multiple approaches when learning or tutoring new things; and in using logic and analysis to identify the strengths and weaknesses of different approaches.

**ABILITY TO**

Perform the essential functions of the position; including; supervising, assisting and advising students in the labs with software applications and resolving software problems; addressing a variety of student needs in different disciplines (radio/film/TV); adapting to a variety of duties and locations maintaining clear and accurate records and enforcing security protocols; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases and desktop publishing; type/data enter at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

**TYPICAL EQUIPMENT USE (May include, but not limited to)**

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.