

## **INSTRUCTIONAL ASSISTANT - Office Technology**

### Series Specification

Instructional Assistant - Office Technology  
Lead Instructional Assistant - Office Technology

### **DEFINITION**

This series describes two classes that have the primary responsibility to assist faculty by working with students individually or in groups in the improvement of academic knowledge and technical skill, and does related work as required.

### **TYPICAL DUTIES**

**Both Levels:** Assists instructors by tutoring students individually or in groups in concept understanding and skills acquisition in such areas as keyboarding, formatting, Language Arts or Business English, document processing, word and information processing. Administers skill and knowledge test; assists in developing training materials, including syllabi and visual aids; confers with instructors on student progress, class procedures, and instructional methods on a regular basis; records and files test results in accordance with specific instructions; clarifies instructors' assignments; oversees student and/or temporary workers as needed, including scheduling and assigning tutors; and proctors exams. Demonstrates the use of computer hardware, software, and related equipment; assembles instructional materials according to instructors' guidelines; and trains students in the use of instructional equipment and appropriate learning methods and procedures. Maintains records and files of instructional materials, equipment, and student attendance records. Assists faculty and staff with student conferences, and laboratory or field research; sets up audiovisual equipment; and performs related duties as required.

**Lead Instructional Assistant - Office Technology:** Acts as the lead for three or more regular Instructional Assistants.

### **ALLOCATION FACTORS**

The amount of supervision exercised and received; the number of regular Instructional Assistants and student workers/tutors assigned; the complexity and scope of work performed; and the scope, level, and range of impact of decisions made.

### **LEVEL DESCRIPTIONS**

**Instructional Assistant - Office Technology:** Under general supervision of the assigned manager/supervisor, assists faculty by working with students individually or in groups in the improvement of academic knowledge and technical skill; trains and oversees student workers/tutors and/or temporary Instructional Assistants.

**Lead Instructional Assistant - Office Technology:** An experienced Instructional Assistant who, with minimal supervision of the assigned manager/supervisor, assists faculty by working with students individually or in groups in the improvement of academic knowledge and technical skill; trains and oversees the work of three or more regular Instructional Assistants.

**QUALIFICATIONS**

**EXPERIENCE AND EDUCATION**

Promotional

General

**Instructional Assistant – Office Technology**

None.

One year of tutoring, instructional or work experience in the area of office technology. (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 the experience requirement.)  
-plus-  
Completion of an Associate’s Degree in Business Technology or related area, or 60 semester units (90 quarter units) with 12 units in business technology courses. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

**Lead Instructional Assistant – Office Technology**

One year of experience as an Instructional Assistant – Office Technology with the Los Rios Community College District. (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 the experience requirement.)  
-plus-  
Completion of an Associate’s Degree in Business Technology or related area, or 60 semester units (90 quarter units) with 12 units in business technology courses.

Two years of tutoring, instructional or work experience in the area of office technology. (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 the experience requirement.)  
-plus-  
Completion of an Associate’s Degree in Business Technology or related area, or 60 semester units (90 quarter units) with 12 units in business technology courses.

**KNOWLEDGE OF**

**Both Levels:** Knowledge of instructional methods, tutoring, training techniques and procedures, including curriculum design principles, learning theory, group and individual teaching techniques, and design of

individual development plans. Knowledge of the structure and content of the English language including the meaning and spelling of words, vocabulary, rules of composition, and grammar. Knowledge of numbers, their operations, and interrelationships including arithmetic and its applications; and of typing, administrative, clerical and basic record keeping procedures and systems. Knowledge of and proficiency in word processing; Windows operating system; document formatting, telephone techniques, and general office procedures.

**Lead Instructional Assistant - Office Technology:** Knowledge of basic principles of leadership, supervision and training.

### **SKILL IN**

**Both Levels:** Skill in training others how to do something; using multiple approaches when learning or tutoring new things; and in using logic and analysis to identify the strengths and weaknesses of different approaches. Skill in working with new material or information to grasp its implications; assessing how well one is doing when learning or doing something; knowing how to find and identify essential information; and reorganizing the information to get a better approach to problems or tasks. Skill in using mathematics to solve problems; listening to what other people are saying and asking appropriate questions; being aware of others' reactions and understanding why they react the way they do; and in adjusting actions in relation to others' actions. Skill in identifying the nature of problems; developing approaches for implementing an idea or solution to a problem; and observing and evaluating the outcomes of a problem/solution to identify lessons learned or redirect efforts. Skill in managing one's own time; communicating effectively with others orally and in writing as indicated by the needs of the audience; understanding written sentences and paragraphs in work related documents; and working in a multi-lingual, multi-cultural environment.

**Lead Instructional Assistant - Office Technology:** Skill in leading the work of others.

### **ABILITY TO (ESSENTIAL FUNCTIONS)**

**Both Levels:** The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and good judgment; work as a member of a team; and meet schedules and time lines. The ability to and work with students having cultural and academic diversity. The ability to work one-on-one in a self-paced learning environment. The ability to operate office equipment including computers and supporting word processing, spreadsheet and database applications. The ability to tutor students in office technologies; operate equipment associated with the laboratory; speak clearly and effectively; follow oral and written directions; read and write at the level required for successful job performance; maintain cooperative relationships with those contacted in the course of work.

**Lead Instructional Assistant - Office Technology:** The ability to lead the work of others.

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

Computer hardware, and related equipment, and copier.