

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SUPPORT TECHNICIAN

BASIC FUNCTION:

Under direction of the Vice President-Academic Services, perform a variety of complex and technical clerical duties in support of Academic Services; prepare, maintain, record and process specialized information in assigned functional areas.

REPRESENTATIVE DUTIES:

Perform a variety of specialized duties related to assigned Academic Services functions such as preparation of master class schedules, faculty evaluations, grade rosters, the college catalog and other areas as assigned.

Develop, code, enter, proof and revise class schedules for the College including the external campus; distribute updated copies to appropriate offices for review and editing; coordinate printing and distribution of class schedules for fall, spring, summer and inter-session classes.

Develop and maintain specialized faculty personnel records and schedules related to instructor evaluations, absences, substitution and seniority; prepare, organize and distribute faculty bulletins.

Maintain and update the college catalog file using automated equipment; review and proof text portions of the catalog to assure clarity, readability and correct English usage, grammar, spelling and punctuation.

Receive, maintain and process completed grade rosters for all courses including external campus classes.

Compile, organize, evaluate and interpret technical data pertinent to the assignment; complete, review and process a variety of forms according to established guidelines; perform mathematical computations and prepare statistical and financial reports and required.

Serve as a resource regarding assigned areas; provide procedural guidance and assistance as needed; assure compliance with applicable State, federal and local laws as well as District policies; maintain appropriate confidentiality of records and information.

Maintain current knowledge of regulations, laws and policies and procedures related to assigned functional areas.

Perform special assignments and projects as requested by the Vice President's secretary; provide support to assure efficient and effective office operations.

REPRESENTATIVE DUTIES:(Continued)

Operate a variety of office machines including microcomputer, printer, calculator, facsimile machine, copier and others; enter computer data and maintain comprehensive records.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Financial and statistical record-keeping techniques.

Oral and written communication skills.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Laws, rules, regulations involved in assigned activities.

District organization, operations, policies and objectives.

ABILITIES TO:

Perform complex and technical clerical duties in support of Academic Services activities.

Plan and organize work.

Learn department and program objectives and goals.

Serve as resource and provide procedural assistance related to assigned functions.

Communicate effectively both orally and in writing.

Maintain comprehensive records using computer equipment in order to produce the master schedule of classes and the college catalog.

Add, subtract, multiply and divide quickly and accurately.

Meet schedules and time lines.

Maintain records and prepare reports.

Compose and prepare business correspondence.

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Work confidentially with discretion.

Operate a variety of office and business machines including computer, calculator, copier, printer, typewriter and others.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school supplemented by course work in business or office practices and six years of increasingly responsible clerical experience or two years of increasingly responsible secretarial experience involving the operation of microcomputers using word processing, spreadsheet and data base management application.

WORKING CONDITIONS: Duties are primarily performed in an office environment at a desk or computer terminal. Incumbents are subject to frequent interruptions and contact in person and on the telephone with academic and classified staff.

PHYSICAL DEMANDS: Must sit for long periods of time, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, see clearly to read and interpret information, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over telephone and in person, and regularly lift, carry and/or move objects weighing up to 10 pounds. Occasionally must travel to other offices or campus locations to attend meetings or to pick up or deliver materials.