

Position: Instructional Support Specialist III	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Under the technical direction of one or more members of the faculty and/or administrators, provides assistance to students and/or faculty in multiple academic settings to enhance students' learning ability. Provides testing accommodations and tutoring services, or faculty support services that will assist in the delivery of desired instructional outcomes and enhance student learning.

Essential Duties and Responsibilities

- Works with faculty/administrator to provide testing accommodations and tutoring services or faculty support services in various subject areas. Provides technical assistance to students, faculty and staff; troubleshoots and diagnoses problems with equipment and/or digital learning environments.
- Provides work direction for student helpers, work study students and staff. Coordinates work schedules to ensure coverage. Orients new staff to the procedures and policies of the tutoring and testing centers or faculty support services. Trains staff in the safe maintenance and use of all equipment and/or digital learning environments used in the tutoring and testing centers and/or in digital learning environments. Monitors performance and security and reports any problems to administrative supervision.
- Assesses student learning habits and needs, then develops alternative learning plans exercises, and/or learning environments to meet those needs. Designs include the use of multiple media to facilitate presentation and learning. Participates in the development of courses or instructional modules that target alternative learning styles.
- Provides instruction to individuals and small groups on specialized subjects, including the learning methods used to enhance learning and/or to make it more accessible. Develops materials to support instruction.
- Acquires, maintains, and inventories equipment, materials, supplies, written materials, software and hardware required for student instructional needs. Checks out equipment, supplies, and materials to students or faculty.
- Performs general record keeping and data entry duties, may participate in program level reporting.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires knowledge of the theory, principles, practices, procedures, and

techniques for adult learning styles and college level subject areas (e.g., accounting, sciences, languages, skilled trades, and writing). Requires in-depth knowledge of instructional methods and techniques, including the use of alternate learning delivery and media. Requires sufficient reading, math, and writing skills to perform individual and small group tutoring or to facilitate workshops for faculty. Requires sufficient human relations skill to facilitate learning with small groups and to convey technical concepts to others. Requires sensitivity to the needs and behavior of students of various ethnic, racial and cultural backgrounds.

- **Abilities**

Requires the ability to carry out the responsibilities of the position including delivering instruction to small groups and designing and setting up learning exercises in multiple media, simulations, and tests, as well as student projects. Requires the ability to assess student and faculty learning styles and abilities. Requires the ability to instruct students in the use of instruction support equipment and programs. Requires the ability to perform routine record keeping, data entry, 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. Must be able to coordinate the activities of work study students and collaborate with teammates in working towards identified outcomes.

- **Physical Abilities**

Requires sufficient ambulatory ability to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment, or specialized work 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 a Bachelors degree in a human development area or the subject being supported, or be considered as a master-level trades specialist (e.g., Associates degree and 4 years of experience) as evidenced through certifications and professional competency. The position requires two years experience supporting college-level instruction.

- **Licenses and Certificates**

Appropriate for the area of assignment.