

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Instructional Support Assistant

**Department:** Academic Affairs

**Location:** EVC or SJCC

**Date:** July 28, 2022

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**POSITION PURPOSE**

Under the general direction of a Dean or assigned administrator, the Instructional Support Assistant provides tutorial and technical assistance to students, either in a classroom or laboratory setting, enrolled in courses at all levels within the college curriculum. Tasks performed require in-depth technical or professional competence in the instructional area as demonstrated through classroom/lab support, one-on-one tutoring, small group facilitation and large group demonstrations. Incumbents must be able to work with all students of varying ages and backgrounds including diverse cultures, learning styles and learning abilities.

**KEY DUTIES AND RESPONSIBILITIES:**

**Working with Students – Instructional Support**

1. Provide one-on-one and small group instructional support to students at all levels within the college in either a classroom or lab setting. Reinforce and reintroduce information and materials presented in class or in self-paced modules and introduce alternative or expanded information to enhance student learning.
2. Work with students who learn at varying speeds to continually engage those moving more quickly as well as supporting those needing more time and assistance.
3. Working with instructors, demonstrate and assign appropriate drills and construct developmental models and projects for the lab or classroom, and as needed catered to particular student needs. May revise learning materials as needed.
4. Provide a variety of technologies and resources for students in addition to verbal assistance such as computer-assisted instruction and video/audio recorded lectures.
5. Recognize when students are experiencing learning difficulties and present material using various approaches to identify what works for which students.
6. Refer students as appropriate to Disabled Students Programs and Service (DSP&S). Work with DSP&S to incorporate adaptive technologies and alternative learning exercises and approaches to increase student learning.
7. Provide referrals to and work closely with a variety of campus services designed to support and enhance learning opportunities for students.
8. Verify completion of student assignments and monitor student progress and attendance. Anticipate potential challenges that will face students relative to specific assignments based on particular needs including but not limited to learning styles, disability and students with English as a Second Language. Suggest strategies for students to overcome the challenges.
9. Analyze assignments from instructors within the discipline to help determine requirements. Evaluate student work for the assigned curriculum, and make determinations if assignment criteria, class grade level standards, and the other specific requirements established by instructors are met.
10. Work with Instructors to maintain up-to-date knowledge of teaching and learning theories and technologies, alternative learning materials, and computer applications pertinent to programs and

services.

11. Consult reference works and/or perform internet searches to research concepts related to student assignments. Conduct searches as requested for learning materials in subject area.
12. Tutor and instruct students in learning and test-taking strategies (e.g., flash cards, study guides, and test-taking techniques).
13. May conduct assessments and recommend student level placement.
14. Serve as a liaison between the student and instructors and tutors. Keep instructors apprised of student progress.

#### **Technical Support – Use of Lab/Classroom and Equipment**

15. Schedule and conduct orientations for assigned lab and/or classroom areas including instruction on use of equipment and procedures and provide continual monitoring for proper usage.
16. Provide ongoing technical assistance to students related to proper use of tutorial and laboratory equipment. Create supporting documentation as needed for use of lab/center services and computer equipment. Organize and maintain existing reference materials, and create answer keys as needed.

#### **Administrative**

17. Perform routine administrative functions related to data entry, filing and processing paperwork related to temporary employees and student use of the lab and classroom. May maintain and process attendance records for temporary employees. Ensure that student attendance is documented and entered onto a computer-aided timekeeping system.
18. Administer tests and quizzes in accordance with State regulations and college policies. Prepare testing schedules. Ensure security of test materials and maintain confidentiality with regard to student test-taking.
19. May schedule, train and oversee student workers, tutors and other temporary employees.

#### **Other**

20. Perform other related duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

1. A working knowledge of a range of pre-college and lower division courses related to the assigned instructional area.
2. A working knowledge of learning styles and learning disabilities.
3. Instructional methods and techniques appropriate for students or students with disabilities affecting their learning process.
4. Classroom or laboratory procedures, organization, equipment, tests, experiments, and simulations.
5. Time management and office management techniques such as staff scheduling, project planning, task prioritizing, record keeping and file maintenance.

6. Effective use of technology and computer applications for providing instructional support.
7. Public speaking skills to convey technical concepts to others, to facilitate a small group learning process, and conduct demonstrations.
8. Enterprise application software and MS Office such as Word, Excel spreadsheets.
9. Modern office practices, procedures and equipment including computer operation.
10. Oral and written communication skills.

**Skills and Ability to:**

1. Carry out all the responsibilities of the job including instructional support for assigned area working with adult students of diverse backgrounds, abilities, and skill levels.
2. Design and set up laboratory assignments, experiments, simulations, and tests, as well as student projects.
3. Make formal and informal presentations/demonstrations one-on-one and in small group.
4. Train and direct the work of temporary employees.
5. Deliver criticism and encouragement in a thoughtful, tactful, and sensitive manner.
6. Support students and solve subject-related problems in assign area.
7. Supervise lab users, administer tests, and perform general clerical tasks.
8. Communicate effectively both orally and in writing.
9. Establish and maintain cooperative and effective working relationships with others.
10. Work independently with little supervision; prioritize work and manage time effective.

**Experience and Education:**

1. Associate's degree with six months of related work experience. Education must include sufficient focus on subject related to the position, and may include training and other types of non-credit activities.
2. Subjects may be specific to course content of assigned area, teaching and tutoring techniques and strategies, working with people with learning and other types of disabilities.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic back of groups historically underrepresented, and groups who may have experienced discrimination.

**WORKING CONDITIONS**

**Environment:**

1. Typical classroom or laboratory environment.

**Physical Demands:**

1. Dexterity of hands and fingers to operate a computer keyboard, multi-media and other office equipment.
2. Hearing and speaking skills to communicate with staff and student in classroom, one-on-one, small group and lab settings.
3. Visual acuity to read printed materials and computer screens, review student assignments, and observe student perform tests and assignments.
4. Light to medium walking, standing, stooping, carrying and lifting of light-weight materials (under 25 pounds).

Board Approved: 11/5/2003; reformat 7/2022

Salary Range: 78

EEO Category: 2B3 – Technical/Paraprofessional