

Draft Classification Standards - Rev 12/4/2024

Instructional Support Assistant

Class Title	Class Code	Issue Date	FLSA
<i>Instructional Support Assistant I</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Instructional Support Assistant II</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Instructional Support Assistant III</i>	XXXX	XXXX	<i>Non-Exempt</i>

OVERVIEW:

Positions classified within the Instructional Support Assistant classification series are responsible for providing a range of support functions to faculty and students. Incumbents provide materials, supplies, equipment, and related logistical support for lectures, laboratories, and other learning activities.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES (*May include but are not limited to*):

- **Technology and Equipment Support:** Provides support to faculty, staff, and students in the use of materials, equipment, and technology for teaching and research purposes. Maintains equipment and ensures all materials are in working order. May conduct minor repairs on equipment. Sources qualified repair technicians for equipment and facilities repairs. May conduct minor repairs on equipment.
- **Facility Preparation:** Sets up, organizes, and cleans materials, equipment, and supplies used for instructional or research purposes. Coordinates with janitorial services to ensure facilities are in appropriate shape and in line with safety practices.
- **Instructional Support:** Supports faculty in the preparation and delivery of exercises and demonstrations. Coordinates support services with technical and facilities staff.
- **Administration:** Maintains relevant databases and records for assigned discipline, both electronic and paper. Provides scheduling and organization of instructional and laboratory spaces. Maintains tracking system(s) to ensure equipment is accounted for and accessible to students and faculty.
- **Training:** Trains students on relevant equipment and materials. Ensures students follow safety procedures and protocols while working in discipline affiliated facilities. Assists in training employees and students who perform routine procedures in the affiliated discipline.
- **Supply Management:** Monitors, tracks, and maintains inventories of materials, equipment, and related supplies. Identifies gaps in supply inventories and aids in the procurement of materials, equipment, and related supplies. Ensures all materials are in stock and prepared for instructional activities.

DISTINGUISHING CHARACTERISTICS:

Positions in the Instructional Support Assistant Series are distinguished from the Instructional Support Technician Series by the level of complexity of support provided, both to faculty and to students. In-depth knowledge of the specified discipline and instructional methodologies and practices are not a requirement of the Instructional Support Assistant classifications.

INSTRUCTIONAL SUPPORT ASSISTANT I

Performs entry-level instructional support services by providing materials, supplies, equipment, and related logistical support to lecture, laboratory, research, and other instructional support activities. Performs routine tasks following well-defined procedures.

Work assignments typically include some or all of the following:

- ◆ Follows procedures and/or instructions to set up and prepare for classroom instruction and/or labs and other instructional activities.
- ◆ Prepares mixtures or solutions for the nurturing of living specimens or creation of non-living materials by following well-defined procedures.
- ◆ Cleans equipment after use and ensures proper storage.
- ◆ Dispenses and portions supplies and materials.
- ◆ Arranges and prepares displays and exhibits including preparing labels for identification of relevant materials needed for instructional activities.
- ◆ Provides routine supply, logistical, and scheduling support.
- ◆ Keeps records of equipment issues and maintenance logs.
- ◆ Operates basic equipment related to the assigned course.
- ◆ Orders, receives, stores, and inventories materials, supplies, and equipment following detailed procedures.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:

- ◆ Basic knowledge of practices and procedures related to providing instructional support services.
- ◆ Ability to count and perform basic arithmetic calculations.
- ◆ Attention to detail and accuracy in record-keeping.
- ◆ Communication skills necessary to transfer information, document activities and results.
- ◆ Ability to work independently as well as part of a team.
- ◆ Organizational skills to prepare and follow schedules.
- ◆ Ability to inspect and determine suitability of materials and supplies.

Experience and Education:

A combination of experience and education which provides the above knowledge and abilities which at minimum includes six months of experience providing instructional support services. Equivalency of one year of work experience in organizing, purchasing, or preparing technical or instructional materials, supplies, or equipment, or two years of college with 16 semester units in courses involving extensive use of materials, supplies, or equipment may be substituted for instructional support services experience.

INSTRUCTIONAL SUPPORT ASSISTANT II

Under general supervision, applies knowledge of support services procedures and practices to provide instructional support services. Work requires the ability to identify appropriate methods and procedures to obtain and prepare materials, supplies, and equipment and/or provide logistical support to lecture, laboratory, research, or other related instructional activities.

In addition to duties performed by the Instructional Support Assistant I, the Instructional Support Assistant II typically performs the following duties:

- ◆ Orders, receives, stores, and inventories materials, supplies, and equipment. Prepares requisitions for purchase of supplies and equipment. Utilizes judgement to determine the suitability of materials.
- ◆ Catalogs, maintains, and disburses equipment and supplies.
- ◆ Plans, schedules, and coordinates use of labs, equipment, studios, and materials.
- ◆ Assists faculty and staff in the preparation and delivery of instruction, research, and other support services for projects and experiments.
- ◆ Ensures appropriate use of equipment and materials by educating staff and students on proper usage.
- ◆ Attends labs and classroom instruction to assist students and faculty as needed.
- ◆ Prepares technical materials and equipment for instruction, laboratory, and related activities.
- ◆ Performs minor construction, repair, and maintenance of equipment.
- ◆ Maintains databases and required documentation for the assigned courses.

MINIMUM QUALIFICATIONS:

In addition to Instructional Support Assistant I knowledge and skill requirements, work assignments typically require:

- ◆ General knowledge of practices and procedures related to providing instructional support services.
- ◆ Communication and interpersonal skills to effectively explain procedures and independently coordinate logistics and schedules with various individuals.
- ◆ Foundational knowledge of equipment operation, including the ability to identify malfunctions and resolve simple repairs.
- ◆ Organizational and time management skills to plan and prioritize work as well as organize and coordinate multiple schedules.
- ◆ Ability to provide instruction to diverse audiences.

Experience and Education:

A combination of experience and education which has provided the above knowledge and abilities which at minimum includes one year of experience providing instructional support services. Equivalency of two years of college with 16 semester units in courses involving extensive use of materials, supplies, or equipment and coursework within a discipline in the specialty area to which assigned may be substituted for the instructional support experience. One year of work experience in organizing, purchasing, or preparing technical or instructional materials, supplies, or equipment can serve as a substitute for six months of instructional support experience.

INSTRUCTIONAL SUPPORT ASSISTANT III

Working independently under general supervision, performs comprehensive support services for an instructional program by providing materials, supplies, equipment, and related logistical support to lectures, laboratory, research, and other learning center activities. Provides comprehensive support services to multiple disciplines or a variety of learning centers. Utilizes, prepares, and maintains technical equipment and produces specialized materials. Requires substantial planning to anticipate needs for materials and equipment.

In addition to duties performed by the Instructional Support Assistant II, the Instructional Support Assistant III typically performs the following duties:

- ◆ Consults with faculty to develop plans that meet the needs for instruction and research.
- ◆ Plans the layout, develops schedules, and prepares a variety of materials and equipment necessary for specific classes.
- ◆ Develops procedures and systems for providing and maintaining security of materials, supplies, and equipment.
- ◆ Prepares requisitions for supplies and materials and may contact vendors and local sources for availability and price.
- ◆ Develops schedules for preventative maintenance or installation of new equipment.
- ◆ Solves problems related to location of materials and supplies related to amounts used and shelf life of materials.
- ◆ Disposes of unsafe or hazardous materials following established processes and protocols.
- ◆ May prepare or produce unique instructional materials or supplies.

MINIMUM QUALIFICATIONS:

In addition to Instructional Support Assistant II knowledge and skill requirements, work assignments typically require:

- ◆ Working knowledge of practices and procedures related to providing instructional support services as well as ordering and distributing inventory.
- ◆ General knowledge of equipment operation, including specific or technical equipment.
- ◆ Ability to make equipment repairs and adjustments.
- ◆ Organizational and time management skills to maintain records, plan and prioritize work, and anticipate needed materials for instruction.
- ◆ Knowledge of safe handling of hazardous materials.

Experience and Education:

A combination of experience and education which has provided the above knowledge and abilities which at minimum includes two years of experience providing instructional support services. Equivalency of two years of college with 16 semester units in courses involving extensive use of materials, supplies, or equipment and coursework within a discipline in the specialty area to which assigned may be substituted for the instructional support experience. One year of work experience in organizing, purchasing, or preparing technical or instructional materials, supplies, or equipment can serve as a substitute for six months of instructional support experience.