

# Classification and Qualification



# STANDARDS

The California State University System

## Instructional Support Assistant II

*Class Code 1578*

*Date Established 07-01-80*

*Occupation Index Reference P-1*

### **DEFINITION:**

Under general supervision, an Instructional Support Assistant II either performs support services for a variety of kinds of courses in an instructional program by providing materials, supplies, equipment and related logistical support to lecture, laboratory, research or other activities; or prepares materials, supplies and equipment using special methods and procedures related to the discipline to which assigned. The Instructional Support Assistant II has responsibility for providing support at the time and place appropriate to faculty and student needs. The scope of support provided is for a variety of kinds of courses with differing needs and frequently for the full discipline.

### **DISTINGUISHING CHARACTERISTICS:**

Positions in this class are distinguished from the Instructional Support Assistant I by planning and scheduling support in order to serve a variety of courses with differing needs requiring diversity in the kinds of materials, supplies and equipment and, therefore, greater skill in serving this diversity. Positions in this class as opposed to the Instructional Assistant I require use of judgment related to the suitability or materials related to specific classes and skill in logistics related to meeting a variety of needs simultaneously. Materials preparation at this level requires learning methods and techniques related to the discipline and judgment in determining the appropriateness of the material produced while at the I level the preparation primarily involves following instructions or formulas and little judgment of the product result. Positions at the I level primarily dispense or arrange equipment while at the II level, assignments frequently involve knowledge of equipment operation, and the ability to perform enough simple repair to keep the equipment functioning or to identify malfunctions requiring technical repair.

Positions at the Instructional Support Assistant II level are distinguished from the Instructional Support Assistant III by providing comprehensive support for homogeneous learning facilities areas while at the ISA III, the support usually is more complex because support must be provided for several learning areas with differing facilities and needs or maintenance and operation of technical or highly complex equipment.

### **Examples of Typical Activities:**

Plans the layout of support, develops work schedules to meet deadlines, prepares a variety of materials and equipment necessary for specific classes. Maintains records of materials issued and returned; prepares requisitions for purchase of equipment and supplies (this may include checking local sources for availability and price); unpacks and checks material and makes up stock received reports; maintains stock record cards of equipment and supplies and takes periodic inventory; maintains catalogs of equipment and supplies; sets up laboratory, class or rehearsal rooms for student use; maintains stockroom in neat and orderly manner; performs minor construction, repair and maintenance; preparation of materials using specialized methods and techniques requiring skills to learn the techniques and the application of judgment to evaluate the suitability of the materials produced for instructional needs. Operation or maintenance of equipment may be involved at this level.

## **MINIMUM QUALIFICATIONS:**

### **Knowledges and Abilities:**

Knowledge of the procedures and practices relating to providing support services. Knowledge of procedures and practices related to ordering, issue, and inventory.

Ability to learn quickly the names, uses and care of common types of materials, supplies, and equipment used in the instructional program to which assigned. Ability to plan, organize, and follow a schedule of activities. Ability to learn to operate equipment and to make adjustments. Ability to maintain records and project needs. Ability to correct and perform simple arithmetic calculations. Ability to read and write at a level suitable for performance on the job.

and

### **Experience:**

Equivalent to one year of experience performing support services for an instructional program and involving such activities as preparing, producing, dispensing or storing materials, supplies, and equipment.

or

Equivalent to one year of experience in ordering, purchasing, accounting or in office work related to technical materials, supplies, or equipment or in an office which provided similar services to a technical function or unit may be substituted for six months of the experience.

or

Equivalent to two years of college with 16 semester units in courses involving extensive use of materials, supplies, or equipment and in a discipline in the specialty area to which assigned.

**Work Week Group:** 1  
**Premium O/T:** Yes  
**Shift Differential:** Yes  
**Employee Category:** Non-Academic