Position: Instructional Lab Assistant I - Computer	Salary Grade: 12
Department: IT	FLSA: Non-exempt

Summary

Provides assistance and instruction to students involved in a computer classroom/laboratory setting. Proctors exams and assessment testing, including those for online and distance learning.

Essential Duties and Responsibilities

- Assists faculty to work with students individually or in small groups in the use of computer software to enhance their learning. Assists students with problems and assignments related to classroom instruction.

- Monitors lab hours attended by each student; maintain records and course material as directed.

- Distributes learning materials to students as directed by faculty.

- Orients students to a computer learning laboratory.

- Consults with faculty and assists in preparation of learning plans that enhance computer skills of students. Works with faculty and students, assisting with lab work to improve students' computer skills.

- Provides basic support to students using computers. Assists students to solve common problems with computer software or input/output devices.

- Maintains instructional laboratory or equivalent environment in a safe, clean and orderly condition. Assists in maintaining operational condition of equipment.

- Proctors class exams and assessment testing, including those for on-line and distance learning.

- Performs clerical support such as filing, organizing and maintaining class examinations and processes to complete those examinations.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

  The position requires a working knowledge of instructional techniques and skills sufficient to instruct and tutor students on an informal level. Requires a basic technical knowledge of the practices associated with laboratory instruction and techniques for use of equipment or learning assistance devices. Requires a working knowledge of the operation of computers and software programs. Requires strong analytical skills to analyze situations and develop appropriate response. Requires well-developed human

relations skills to convey technical concepts to students and interact in a courteous manner.

- **Abilities**

  Requires the ability to carry out the responsibilities of the position including delivering instructional support, and setting up laboratory assignments and tests. Must be able to maintain the lab and equipment in a safe and organized manner. Requires the ability to instruct students in the use of equipment and programs. Requires the ability to perform routine record keeping 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. Requires sensitivity to the needs and behavior of students of various ethnic and cultural backgrounds. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

  Requires sufficient ambulatory to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office 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 high school diploma with coursework in computer operations and software applications, plus at least two years demonstrated experience working with students in a lab, or remedial learning environment. An Associate's degree in computer sciences, information services, or a related field may substitute for the experience requirement.

- **Licenses and Certificates**

  May require a valid driver's license.

- **Working Conditions**

  Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 08/12/04