



## INSTRUCTIONAL/LABORATORY ASSISTANT

### **DEFINITION**

Under general supervision, provides routine instructional assistance and reinforcement to individuals or groups of students in the use of various equipment, computers, and software applications in non-technical instructional labs; assists in monitoring proper use of lab and associated equipment and software; responds to questions and assists students with needed subject matter; maintains various student records and files; prepares the lab for student use; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing routine duties in support of instructional assistance and reinforcement in non-technical instructional labs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Provides instructional assistance and reinforcement to students and staff in instructional labs and maintains an appropriate environment that is conducive to learning.
- Maintains the lab, keeping a clean and orderly environment; stores, maintains, distributes, and accounts for inventory of equipment, software, and related materials.
- Researches and recommends supplemental lab exercises, and purchases of supplies, equipment, or materials for the lab to maximize instructional benefit.
- Troubleshoots and maintains lab equipment; contacts appropriate personnel or vendors as needed for trouble-shooting assistance and arranges for equipment repair or replacement; loads, restores, and restarts lab equipment, computers, and programs; performs data or software back-ups according to established procedures.
- Performs a variety of clerical duties; prepares, updates, and stores various student and class records and files, including scores, proctor exams, progress, and attendance; deletes records as directed; updates and assembles lab handouts, brochures, and other related materials.
- Orients, demonstrates, and provides instructions to students in the proper operation of computers, related software, printers, audio and video equipment, and calculators; demonstrates the proper use and operation of a variety of lab equipment, computers, and pertinent software applications in instructional labs.
- Collects, and reports data to anticipate the current and future needs of the instructional lab; prepares and updates lab reports to faculty and administrators.
- Observes and controls behavior of students according to approved procedures; tracks and reports progress regarding student performance, attendance, and behavior.
- Assists in coordinating, scheduling, advertising, directing, and curating events related to the

instructional area, as assigned.

- Provides training and work direction to student workers and/or lab tutors, as assigned.
- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- District curriculum and education requirements of the assigned subject area.
- Principles, practices, procedures, and equipment of assigned subject area.
- Tutorial techniques for students.
- Operational characteristics of assigned audio-visual equipment and computer hardware/software.
- Methods and techniques of troubleshooting lab equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report generation.
- Principles and practices of providing work direction and training.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Operate and troubleshoot computers and/or equipment related to the area of assignment.
- Provide instructional assistance and direction or advice to students on the availability and uses of instructional materials and equipment.
- Provide information and assistance to students and staff.
- Ensure the care and security of assigned equipment, materials, and supplies.
- Troubleshoot assigned lab equipment.
- Issue and receive equipment and supplies.
- Generate data and reports on lab activities.
- Observe and objectively report on student performance, attendance, and behaviors.
- Understand and follow oral and written directions.
- Maintain records and prepare reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedure, and guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- One (1) year of experience performing lab support work relevant to the assigned area of instructional specialty.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and lab setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office and lab environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.