

Job Description/Title: INSTRUCTIONAL TECHNOLOGY SPECIALIST
Approved, Bargaining Unit President: 3/14/08
Approved, MPC Associate Dean, Human Resources: 2/28/2008
Board Approved: 6/24/08

MONTEREY PENINSULA COLLEGE

INSTRUCTIONAL TECHNOLOGY SPECIALIST

JOB SUMMARY

Under general direction, perform the setup, operation and maintenance of computer labs, smart classrooms, peripherals and other instructional equipment. Assist faculty and students with integration of technology into instruction. Receive limited supervision within a broad framework of standard District policies and procedures.

EXAMPLES OF FUNCTIONS

Essential Functions

Provide orientation regarding the installed technical tools for faculty, staff and students in the assigned lab; serve as an instructional technology resource for faculty, staff and students as it pertains to the specific area of instruction; conduct in-service training programs for faculty and staff including workshops and demonstrations.

Receive, respond, prioritize, and follow through on faculty and staff requests/inquiries related to the use, modification, and /or enhancement of hardware and/or software.

Provide effective and timely resolutions to assigned tasks which may include, but are not limited to, preparing desktop computers for use; installing operating systems, software applications, and basic software tools.

Troubleshoot and maintain software and computer-related hardware as needed; assist faculty and other staff in troubleshooting less technical problems; test systems to insure functionality in the technical environment; maintain/clean printers and associated software and hardware in assigned area to include ordering/replacing cartridges, drum kits and other items as needed.

Maintain a current working knowledge of technology developments, as it relates to the assigned area.

Develop understanding of the subject matter being taught, as it pertains to the technology being used, in the lab and the smart classrooms in the assigned area; respond to student questions about subject matter as it pertains to the technology being used.

Collaborate with campus Information Systems staff in selection of technology hardware and software and in decisions regarding networking, security strategy, computer set-up, desktop design and related technology issues; obtain vendor price quotes on software application/replacement parts, some new equipment and technical service on PCs and/or Macintosh computers and all peripheral equipment.

Develop, implement and maintain student network used in assigned lab (e.g., install server software, set user rights and privileges, install user application/modules, write logon scripts, install upgrades and patches, perform backups, and perform appropriate non-warranty hardware repairs) including a strategy for appropriate system security. Develop and maintain graphical user interface for students, integrating web sites, software, and faculty-developed course materials.

Provide content and create tutorials for using equipment and software; provide access to electronic information, general Internet use and instruction through network/Internet technology.

Assist faculty in technical aspects of developing instructional materials for workshops and curriculum projects for use in the classroom, maintaining and implementing instructional web sites and strategies, and selecting/implementing new software and hardware; assist faculty and staff in the development of alternative teaching delivery methods and technologies.

Write memos and reports; assist with writing system configuration diagrams as needed.

Report network failures and assist Network Engineers in maintaining network stability in assigned area.

Install, operate and maintain a variety of computers, audio/visual equipment, scanners, document cameras and other peripheral equipment in the assigned labs and smart classrooms; answer questions about faculty and staff computers installed in the lab.

Maintain and update a database of hardware inventory and repair history; maintain a physical library comprised of all media and documentation of all application software, operating systems, custom scripts, custom applications and commercial applications used by students and staff.

Make appropriate requests to various departments within the College for assistance with student/faculty furniture, lighting, installation of some equipment in assigned area.

Other Duties

Perform other related duties as assigned.

Create multimedia productions, if directed to do so, based on instructor content.

Participate on committees as required.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed here in. For example, completion of college coursework in computer skills or a related field or three or more years of recent experience troubleshooting and repairing PCs in a network-training environment; a college degree in computer science, business administration or related field is preferred.

Knowledge

Knowledge of: Windows Network and current Windows Server operating systems, knowledge of relational databases, knowledge of Microsoft FrontPage web authoring software, personal computer operating systems and Macintosh operating systems; E-mail applications; network hardware, peripherals (scanners, printers, etc.) and software; personal computer languages used within the College; troubleshooting techniques; current office methods and practices.

Abilities

Ability to: analyze problems and implement or recommend solutions; prioritize tasks and do several tasks simultaneously; accurately and efficiently install new software as required; write software documentation as needed; listen effectively; display expert and innovative use of hardware and software concepts and principles; quickly learn and adapt to new software applications; quickly learn and be able to provide

assistance in new technologies and software as needed to fulfill requirements of the job; apply specialized computer knowledge to instructional delivery systems; analyze system behavior and quickly and correctly interpret and resolve complex computer problems; analyze, implement and maintain advanced network architectures; write reports and memos as needed; use appropriate and correct English grammar, punctuation and spelling; communicate effectively in both oral and written form, establish and maintain effective working relationships; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT

Primarily an indoor working environment. Moderate physical effort. May require stooping, bending, kneeling, periodic lifting up to 50 pounds, crawling and walking. Requires dexterity to wire computers and peripherals and make minor repairs to computer equipment.