

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL ASSISTANT-BUSINESS/COMPUTER LAB

BASIC FUNCTION:

Under the direction of an Associate Dean, assist students individually or in small groups in business and computer classes and labs; troubleshoot and repair computer hardware and software problems.

REPRESENTATIVE DUTIES:

Tutor and assist students individually and in groups with computerized application programs during instructional and open lab sessions; reinforce class instruction. (E)

Troubleshoot and repair hardware and software computer problems; make repairs in a timely manner to prevent excessive down-time. (E)

Assist with the set-up of new or additional computer equipment or in-service or installation of new software applications. (E)

Provide for security of computers and associated peripherals; maintain computers and assure integrity of software applications; review computers for unapproved software installed by students or unauthorized personnel; remove obsolete software application programs and install new software as required. (E)

Maintain current knowledge of computer software applications offered to students; maintain current knowledge of computer networks to diagnose and obtain appropriate technical repair service in situations involving the malfunction of network testing. (E)

Oversee assigned groups on the Novell network; add users in respective groups; create and maintain log-in scripts and menus; perform maintenance and troubleshoot on group hardware, software and Netware; create and maintain printer queues; install and configure applications onto the network as needed; document equipment and groups configurations. (E)

Operate computers, printers, scanner, overhead computer-projection equipment and other equipment as assigned; operate business division equipment including typewriters, machine calculators, tape recorders, transcription machines, audio tape duplication machines and photocopiers. (E)

Maintain safety regulations within computer and business labs to assure safety of students and equipment. (E)

Maintain classroom and instructional supplies which support the business computer classes. (E)

Maintain attendance records, class subject files, student testing documentation in business division classes; monitor student progress and provide relevant information to instructors regarding student progress. (E)

Train and provide work direction to student assistants as requested by instructors.

Provide orientation to instructors, student assistants and students on the operation of various business/computer lab equipment.

Perform related duties as assigned.

KNOWLEDGE OF:

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Record-keeping techniques.

Proper reinforcement techniques of instructional methods.

Spreadsheets, databases, word processing, utilities and other software applications.

Oral and written communications skills.

Interpersonal skills using tact, patience and courtesy.

Network hardware and software.

Microcomputers including IBM compatible PC's and related components.

Installation and maintenance of microcomputers hardware and software.

Technical aspects of field of specialty including networking system.

Current business and office practices and procedures.

ABILITY TO:

Assist in providing instruction to individual or small groups of students in business and computer classes and labs.

Diagnose and detect errors in software performance.

Establish and maintain cooperative and effective working relationships with others.

Operate microcomputers and peripheral equipment.

Operate, maintain, adjust and perform minor repair to assigned office equipment.

Perform routine maintenance and procedures on the network.

Plan and organize work as assigned.

Maintain records.

Critique microcomputer hardware and software.

Work with mainframe computer environments as directed.

Perform minor maintenance, repair and upgrades as needed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in business, computer science or related field and two years experience working with computers in a business environment.

ENVIRONMENT:

Lab or classroom environment.

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PHYSICAL ABILITIES:

Hearing and speaking to exchange information and make presentations.

Seeing to view a computer monitor.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Lifting moderately heavy objects.

Bending at the waist, kneeling or crouching.