

**JOB DESCRIPTION**

**Job Title:** Instructional Support Technician- NTLD (9794)

**Job Summary:**

The job of Instructional Support Technician is done for the purpose/s of assisting the administrator of the New Teacher & Leadership Development Program with the facilitation and set-up of professional development, classes, and student events. H/She is responsible for the enrollment, attendance, and course completion records for courses/classes for various state-mandated and county-implemented programs. H/She will assist all managers and administrators with the timely distribution and submission of local and state reports.

**Essential Functions:**

- Assists in gathering data, printing and cross-checking reports for the purpose of preparing and maintaining accurate information for student events or staff development.
- Communicates authoritative and accurate information in a professional manner to clients for the purpose of answering questions about the programs.
- Completes and processes invoices and purchase orders.
- Completes itineraries, out-of-county forms, Cal-Card records and other documents as necessary for the purpose of keeping accurate records of business trips.
- Designs/distributes flyers, brochures and registration forms for the purpose of advertising office-sponsored classes and student events.
- Generates necessary documents to support staff development and program facilitation for the purpose of initiating contracts with outside agencies using memoranda of understanding, facility use agreements, federal tax documents, purchase orders, requisitions and other documents as needed.
- Maintains paper and computer files for the purpose of coordinating all projects, events and programs efficiently.
- Maintains/coordinates schedules for the purpose of assisting them in booking appointments, preventing the over-booking of appointments, reporting to the front office personnel, as well as helping them manage the technician's work load.
- Maintains/distributes information from list serves, on-line and off-line databases for the purpose of informing, registering and tracking teachers' attendance and course completion in various professional development classes to satisfy local county requirements, state mandates, and federal highly qualified teacher requirements.
- Operates a variety of office equipment including, but not limited to: copier, printer, fax machine, laminator, and complex telephone system for the purpose of providing high-quality services and communication with clients.

**Skills, Knowledge and/or Abilities Required:**

- **Skills to:**
  - Perform clerical work using independent judgement and initiative;
  - Post data and make arithmetic computations rapidly and accurately;
  - Type 50 net words per minute and take dictation adequate to do the job;
  - Utilize computer software programs such as Microsoft office including access and publisher
  - Operate a computer and use software effectively;
  - Accurately operate a calculator;
- **Knowledge of:**
  - Public relations;
  - Records management;
  - Office methods, practices, techniques, and procedures including financial record keeping;
  - Secretarial practices and procedures;

- Personnel practices;
- Management information system programs;
- **Ability to:**
  - Understand and carry out oral and written directions;
  - Maintain cooperative relationships with those contacted in the course of work;
  - Attend meetings as directed;
  - Operate a variety of office equipment.

Other Characteristics Desired: Display a willingness to obtain knowledge of the major state and federal budget categories; Be willing to attend courses/workshops for the initial set-up: open attitude toward office/program procedural changes.

**Education Required:**

- A high school diploma or the equivalent.
- The equivalent to the completion of two years of college (responsible secretarial experience may be substituted for the required education on a year-for-year basis to a maximum of two years).
- Course work in on-line management system programs.

**Experience Required:**

- Three years of responsible secretarial experience.
- Job-related experience with increasing levels of responsibility is desired.

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the Organization's services.

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 75% sitting, 20% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

**Certificates, Licenses, Clearances, Testing and/or Bonding Required:**

- Valid California driver's license and proof of automobile insurance.
- Valid typing certificate verifying 50 net words per minute.
- Department of Justice and FBI Fingerprint Response.

**FLSA Status:** Non-exempt

**November 2017**

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.