

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

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**Job Code:** D1231  
**Original Date:** 07/2020  
**Last Revision:** 07/2020  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Level:** 10

**Title:** Instructional Support Supervisor II

**Unit:** Supervisory and Professional

### DEFINITION

Under the general supervision of a dean or assigned faculty, organize, supervise, and oversee the development and implementation of activities which support the operational objectives of instructional support services in a learning resources center (library, computer center, Independent Learning Center) and the Office of Classroom Technology.

### DISTINGUISHING CHARACTERISTICS

The Instructional Support Supervisor II is distinguished from the Instructional Support Supervisor which is responsible for the entire operation of instructional support services, faculty professional development site, and campus wide smart classroom technology. Incumbents in this position perform more complex duties evaluating and surveying operational issues to ensure technology needs are met to facilitate student success.

### EXAMPLE OF DUTIES

1. Coordinate and supervise the daily operations of instructional support services and the Office of Classroom Technology Management (OCTM) and faculty professional development site; manage and maintain computerized student-use databases, assess and plan for campus wide smart classroom technology needs and services; serve as the college audio-visual liaison; and ensure the flow of communication between the head of the department and other employees.
2. Facilitate information technology surveys, statistical reports, and monitoring of audio-video analytics; develop point of service satisfaction surveys and data collection mechanisms for the Independent Learning Center (ILC); and collaborate with end users including faculty, staff, and administrators in the instructional development and evaluation of software programs. Conduct quality management assessments and ensure the continuity of quality service.
3. Provide specifications for campus wide technology needs including new construction and renovation projects; contribute to the research, planning and design of instructional areas and smart classrooms; ensure ADA compliance into acquisition of classroom technology and related furnishing; and oversee institutional digital signage. Assess and plan for campus wide classroom technology needs and manage technology implementation/retrofitting of technology in classrooms campus wide.
4. Supervise and train assigned staff; evaluate and document performance of assigned clerical/technical staff in the delivery of the respective instructional support services; provide in-service training and workshops and assess training needs for faculty and staff in the use of audio-visual equipment, computer hardware and software, and instructional tools for of the center and smart classrooms.
5. Analyze and recommend classified staffing needs and changes; organize and establish work schedules; assign and review work of assigned staff; secure substitutes and additional hourly staff as necessary to achieve efficient and effective department operation; assume duties of assigned staff as necessary; and recommend employee selection. Conduct recruitment, screening, hiring, supervision and evaluation of staff.
6. Develop budget recommendations and needs for the ILC and OCTM; monitor budget expenditures;
7. Process incoming and outgoing correspondence; prepare and distribute reports; schedule appointments and meetings.

8. Maintain records and files, including personnel, payroll, budgets, and requisitions.
9. Interpret and explain department and district rules, policies, and procedures, including collective bargaining agreements.
10. Evaluate department operating procedures; develop and recommend new and revised procedures as appropriate.
11. Evaluate and resolve administrative problems or make recommendations regarding disciplinary actions or alternative courses of action.
12. Attend meetings; serve on District committees as assigned; coordinate instructional support schedules and activities with other departments; provide instructional support information to others as requested.
13. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

Applicable sections of California Education Code and State and federal laws.  
Basic principles of supervision and training.  
Budget preparation and expenditure control.  
District organization, operations, policies, and objectives.  
English usage, grammar, spelling, punctuation, and vocabulary.  
Instructional support techniques, classroom technology, procedures, and methods of assigned instructional area.  
Modern office practices, procedures, and equipment, including computer hardware and software.  
Oral and written communication skills.  
Record-keeping techniques.  
Safety regulations involving computers, electrical, audiovisual equipment, and ADA Compliance.  
Technical aspects of field of specialty.

#### Skills and Abilities:

Analyze situations and determine effective course of action.  
Communicate effectively both orally and in writing.  
Demonstrate interpersonal skills using tact, diplomacy, and courtesy.  
Establish and maintain effective working relationships with others.  
Interpret and explain laws, rules, policies, procedures, and collective bargaining agreements.  
Maintain records and prepare reports.  
Meet schedules and time lines.  
Operate a variety of instructional support and office equipment.  
Operate computers and business-related software, including word processing, spreadsheets, and databases.  
Plan and organize work.  
Train, supervise, evaluate, and provide work direction to assigned staff.  
Understand and follow oral and written directions.  
Work independently with little direction.

#### Training and Experience:

Any combination of training and experience equivalent to: college degree and course work in instructional media, area of specialty, or related field, supplemented by specialized training in

supervision, office management, or media and at least four years increasingly responsible experience in a field related to the assigned area.

License:

Valid California driver's license.

**WORKING CONDITIONS**

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.