Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are __not__ intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.

SUMMARY DESCRIPTION

Provides a variety of technical support for the campus assistive technology program to meet the needs of access technology for students with disabilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Coordinates timely delivery of and access to instructional materials for students with disabilities, such as evaluating end users' functional limitations and recommending applicable assistive hardware and software.
2. Develops the campus assistive technology program; stays current with assistive technology guidelines, policies, regulations; ensures assigned activities comply with requirements of applicable laws and regulations.
3. Creates, converts, and manages course materials in appropriate alternative print formats such as Braille, large print, e-text, plain text, audio books, and other alternate media transcriptions.

4. Manages and creates access to disabled students of alternate media database and assistive technology accounts to provide additional technology resources to support and maximize learning processes.
5. Provides resources to meet instructional needs for student with disabilities as it relates to accessibility; researches available options and makes recommendations; evaluates and trains students in the use of appropriate assistive technologies.
6. Works collaboratively with Information Technology staff to install, configure, and maintain assistive technology hardware, software, and computer peripherals in computer laboratories District-wide; troubleshoots and resolves hardware and software issues; meets with vendors' representatives to clarify and resolve issues relative to assistive technology hardware and software.
7. Serves as primary contact for campus computer labs regarding situations that relate to assistive technology and alternative media production; responds to questions and resolves issues as necessary; recommends new physical configuration for instructional labs as necessary.
8. Meets and consults with appropriate staff and/or end users regarding upgrades or purchasing of new computer systems and peripherals and/or modifications to network infrastructures to enhance service; researches, evaluates, recommends, and procures the purchase of assistive technology equipment including computer systems, associated peripherals, software and hardware, and related assistive technology equipment and supplies.

9. Performs a variety of administrative support duties in relation to the assistive technology program; creates assistive technology guidelines and instructional materials for staff information and training; conducts assistive technology workshops; prepares and updates an assistive technology handbook for students, staff, and faculty.

10. Responds to a variety of inquiries related to assistive technology and alternate media production from students, staff, faculty, and the public; resolves complaints in an efficient and timely manner.

11. Utilizes specialized equipment hardware and software such as Braille Embossers, Picture (PIAF) graphic maker machines, and other access technology systems to obtain current technical information related to assigned duties.

12. Maintains current inventory system for personal computer, network, and related peripheral equipment, as needed for Assistive Technology support; maintains a record of equipment repairs and parts utilized.

13. Performs other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **

Reading Comprehension

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information **

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Team Work/Involving Others

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

Writing

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks

- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines

Education/Training:
- A Bachelor's degree from an accredited college or university with major coursework in computer science, education or a related field.

Experience:
- Three years of related technology experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.