

Instructional Support Career Ladder

Grade	Instructional Assistant	Senior Instructional Assistant	Instructional Associate	Instructional Lab Coordinator	Lab Manager
Job Class Level	#3	#4	#5	#7	#1
Education (Minimum)	Associate Degree or an equivalent combination of training, education and experience (relevant field)	Bachelor's degree or an equivalent combination of training, education and experience (relevant field)	Bachelor's degree (relevant field)	Bachelor's degree (subject matter position is assigned to)	Bachelor's degree (subject matter position is assigned to)
Yrs. of Experience (Minimum)	2 years methods and techniques used in assisting students to understand subject matter assigned to; setting up and maintaining appropriate equipment	2 years in a laboratory appropriate to the position assignment; setting up and maintaining appropriate equipment	3 years tutoring and demonstrating concepts associated with subject matter assignment	4 years relevant experience	3 years relevant experience; 1 year lead and/or supervisory
Certifications (Required)	N/A	N/A	N/A	N/A	N/A
Training (Required)	N/A	N/A	N/A	N/A	N/A
Knowledge (Required)	<ul style="list-style-type: none"> Knowledge of the principles and practices of subject area where the position is assigned; instructional technology and educational materials employed. Knowledge of modern office procedures and practices. 	<ul style="list-style-type: none"> Knowledge of the methods, procedures, principles, practices, and techniques of assigned subject area laboratory work; tools, equipment, materials, hazards/safety precautions, instructional technology, and administrative practices, procedures, and record keeping Knowledge of office software applications such as word processing, spreadsheet, etc., and internet and Windows-based applications. 	<ul style="list-style-type: none"> Knowledge of the principles and practices of the subject matter area to which assigned sufficient to explain and demonstrate. Knowledge with instructional technology and educational materials employed with regard to training resources. 	<ul style="list-style-type: none"> Knowledge of the applicable methods, procedures, principles, practices, and techniques of assigned subject area. Knowledge of work, tools, equipment, materials, hazard/safety precautions, administrative practices and procedures, purchasing, and record keeping. 	<ul style="list-style-type: none"> Knowledge of subject matter pertaining to assigned discipline or appropriate computer programs and equipment, applicable laws, regulations, rules, policies, procedures, supervision, management principles, budget administration principles, training principles, and basic mathematics.
Role Summary	<ul style="list-style-type: none"> Provide instructional support to faculty and students to facilitate teaching and learning. Provide system software training and end user support. 	<ul style="list-style-type: none"> Provide instructional laboratory support to faculty and students by coordinating daily operations and activities. Get-up and organize work areas for laboratory exercises and demonstrations. Maintain equipment, materials, and other supplies for laboratory use. 	<ul style="list-style-type: none"> Provide instructional support to faculty and students by reinforcing faculty teaching through tutoring and demonstrating subject matter concepts to students. 	<ul style="list-style-type: none"> Coordinate and oversee the daily operations and activities of assigned instructional laboratory. Demonstrate learning, scientific and technical principles through classroom experiments. 	<ul style="list-style-type: none"> Oversee and supervise the preparation of classroom laboratories and laboratory safety training materials.
Level of Autonomy	Under general supervisor	Under general supervision	Under periodic supervision	Under periodic supervision	Under periodic supervision
Core Functions	<ul style="list-style-type: none"> Prepare materials and set up equipment for classroom and studio demonstrations. Provide system software training and end user support. Maintain inventory of supplies, materials, computer hardware and software, associated parts, manuals, and documentation. Administer assessment and other tests to students and explain and discuss test results; recommend appropriate learning/study activities and resources to improve student learning and performance. 	<ul style="list-style-type: none"> Assemble and disassemble laboratory experiments, demonstrations, and exercises in accordance with guidance from the academic department in order to support instructional objectives. Prepare reports and other written materials regarding operation of laboratories. Maintain laboratory areas, equipment storage, tools, supply/stock rooms, etc. Unpack and put away deliveries of materials. Ensure security of equipment storage and stock rooms and monitor inventory equipment and supplies for replacement as necessary. Inspect and test equipment and supplies. Identify maintenance issues for reporting to appropriate parties. 	<ul style="list-style-type: none"> Provide direction to students by reviewing assignments, guides, lesson plans, labs and learning resources, explaining and discussing subjects and learning materials and advising students on learning/study techniques. Provide software and hardware support, training and instruction to staff, faculty and student assistants. 	<ul style="list-style-type: none"> Identify instructional activities that will support the instructional objectives of the laboratory. Organize the work and set-up equipment, instruments and tools for use by students. Provide direction in the facilitation of student laboratory experiences. Assemble and check equipment for proper operation and adjust equipment as necessary. Construct apparatus or devices as may be required. Maintain system and applications software, peripheral equipment, boards and add-ons, productivity utilities and other special purpose software and hardware products. 	<ul style="list-style-type: none"> Supervise various levels of staff to include, prioritizing and assigning work, conducting performance evaluations, training staff, hiring, terminating, and recommending disciplinary actions. Manage all aspects of the daily operations of a laboratory, providing technical assistance and participating in the maintenance of facility equipment. Plan, design, coordinate, and recommend facility changes and equipment needs. Research new products and technology, communicating with vendors and making recommendations for purchases. Evaluate operations and activities for effectiveness and prepares various narrative and statistical reports related to assigned areas of responsibility. Prepare and administer the laboratory budget. Manage aspects of safety of staff, students, and equipment to ensure applicable rules, regulations, policies, procedures, and practices are followed.
Core Skills	<ul style="list-style-type: none"> Service orientation Proactive Planning / coordination / organization Time management Verbal and written communication Technology literacy: office suite software, ERP software, social media May guide student assistants 	<ul style="list-style-type: none"> Service orientation Proactive Planning / coordination / organization Time management Verbal and written communication Technology literacy: office suite software, ERP software, social media May guide student assistants 	<ul style="list-style-type: none"> Service orientation Proactive Planning / coordination / organization Time management Verbal and written communication Technology literacy: office suite software, ERP software, social media May guide student assistants 	<ul style="list-style-type: none"> Service orientation Proactive Planning / coordination / organization Time management Verbal and written communication Technology literacy: office suite software, ERP software, social media May guide student assistants 	<ul style="list-style-type: none"> Service orientation Proactive Planning / coordination / organization Time management Verbal and written communication Technology literacy: office suite software, ERP software, social media May guide student assistants
Core Competencies (Proposed)	<ul style="list-style-type: none"> Accuracy and thoroughness Collaboration Adaptable Innovative Integrity Initiative Critical thinking Decision making / problem solving Strive to learn Communication Service orientation Anticipate stakeholders needs and take appropriate action Leadership 	<ul style="list-style-type: none"> Accuracy and thoroughness Collaboration Adaptable Innovative Integrity Initiative Critical thinking Decision making / problem solving Strive to learn Communication Service orientation Anticipate stakeholders needs and take appropriate action Leadership 	<ul style="list-style-type: none"> Accuracy and thoroughness Collaboration Adaptable Innovative Integrity Initiative Critical thinking Decision making / problem solving Strive to learn Communication Service orientation Anticipate stakeholders needs and take appropriate action Leadership 	<ul style="list-style-type: none"> Accuracy and thoroughness Collaboration Adaptable Innovative Integrity Initiative Critical thinking Decision making / problem solving Strive to learn Communication Service orientation Anticipate stakeholders needs and take appropriate action Leadership 	<ul style="list-style-type: none"> Accuracy and thoroughness Collaboration Adaptable Innovative Integrity Initiative Critical thinking Decision making / problem solving Strive to learn Communication Service orientation Anticipate stakeholders needs and take appropriate action Leadership