

COORDINATOR, ASSISTIVE TECHNOLOGY

DEFINITION

Under general supervision, coordinates and monitors operations of all College computer facilities affiliated with the Accessibility Resource Centers for Students (ACCESS), including computer labs, classrooms, and testing rooms; works closely with and assists faculty, staff, and students using assigned facilities; directs and assigns temporary support staff; troubleshoots software and hardware problems for faculty, staff, and students; and instructional software and hardware needs; coordinates day-to-day operations of the ACCESS High Tech Center computer facility and ensures appropriate staffing; provides highly complex and technical staff assistance to the assigned manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises technical and functional direction over and provides training to staff and temporary employees.

CLASS CHARACTERISTICS

This is a technical coordinator classification responsible for assisting disabled students with learning, test taking, and other requirements through the provision of high-quality and timely technology-based tools and applications. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the procedures and policies of the assigned function. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and College activities, and extensive staff, public, and organizational contact. This classification is closely associated with other information technology classifications in that it works in an Information Technology capacity with a specialty in the area of technologies and equipment used for educational purposes for students with disabilities and is responsible for the evaluation and development of best hardware and software tools and solutions to meet student demands and comply with College Information Technology standards and network policies.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Coordinates and oversees the ACCESS High Tech Center computer facility and smart classrooms in the ACCESS Department; ensures appropriate technology and staffing levels to optimize the facilities proper functioning to provide high-quality service to students with special needs and alternate media accommodations.
2. Participates in the planning, development, and implementation of policies, procedures, and action plans for the assigned functions, including incorporating technological advancements, as appropriate.
3. Provides direction, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; assists in the recruitment and selection of staff and temporary employees; provides recommendations and supports onboarding process.
4. Verifies hours worked and reviews and enters time sheets for temporary employees.
5. Maintains adapted computer workstations and related applications; installs, configures, maintains, diagnoses, and troubleshoots software and hardware components and specialized equipment, such as optical scanning equipment, voice-activated programs, and visual aids.
6. Supports staff, faculty, and student needs; trains students on the use and benefit from specialized software and hardware and maintains software licenses.

7. Evaluates and tests new hardware and software; evaluates potential of it benefitting students with disabilities; identifies potential conflicts with existing systems.
8. Attends to all technical needs of individuals using assigned computer facilities, including troubleshooting technical problems regarding system compatibility and other issues, and installing necessary software and hardware in classrooms for instructors and students.
9. Advises and consults with the assigned manager regarding technology and equipment needs; recommends purchases of assistive technology, specialized software, and other hardware and software solutions.
10. Develops detailed technical documentation training, and presentation of materials for various hardware and software applications for faculty, staff, and students.
11. Develops, establishes, and implements an inventory control system for the department's technology equipment; services as the system administrator, assigns users with limited access, as appropriate; keeps inventory up to date.
12. Collaborates with various other departments in developing methodologies and technological approaches to disabled students' needs, such as the captioning of videos and other media.
13. Performs routine maintenance and continuous upgrades on computer systems and mobile devices as needed; inspects, maintains, repairs, and updates a wide variety of equipment for student use.
14. Creates and maintains content and graphics for Student Services on the College's digital message boards.
15. Attends technical seminars and workshops to remain current concerning applicable technologies; researches technical issues and emerging technologies to apply to assigned programs; provides orientations for, instructs, and trains students, staff, and faculty on using specific programs as assigned.
16. Responds to questions concerning assigned subject matter, equipment usage, and other related concerns and issues.
17. Plans, prepares, organizes, and conducts technology training workshops for faculty and in-class lessons for students with disabilities.
18. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
19. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
21. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
22. Prepares and delivers oral presentations related to assigned areas as required.
23. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. College-level adaptive technology, including a broad range of media formats, software, hardware, adaptive devices, computers, and peripherals, such as client/server network architecture and general operation of assistive technology.
3. Principles and practices of providing technical and functional direction and training to assigned staff.

4. Working knowledge of the Americans with Disabilities Act.
5. Current trends and development in the assigned technology fields.
6. Methods and procedures of operating computers and peripheral equipment related to providing services to students with disabilities.
7. Advanced principles of computer technology.
8. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
9. Business letter writing and the standard format for reports and correspondence.
10. Principles and practices of data collection and report preparation.
11. Recordkeeping principles and procedures.
12. Modern office practices, methods, computer equipment and applications related to the scope of responsibility.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Learn methods and procedures to be followed in an instructional situation.
5. Read, understand, interpret, and apply department rules, policies and materials relating to assigned field.
6. Analyze and evaluate information processing problems, plans, procedures, and requirements.
7. Apply new developments in the various assigned fields of technology and information systems processing related to the assigned program.
8. Provide direction, training, and oversight to assigned staff.
9. Compose correspondence and reports independently or from brief instructions.
10. Make accurate mathematical, financial, and statistical computations.
11. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
12. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
15. Communicate effectively through various modalities.
16. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.

18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent (total units) to an associate's degree from a regionally or nationally accredited institution with major coursework in computer science, management information systems, alternate media, adaptive computer technology, or a related field; and
2. Three (3) full-time equivalent years of progressively responsible experience related to the operation, diagnostic, and troubleshooting of computers.

Desirable Qualifications:

1. Bachelor's degree or equivalent (total units) from a regionally or nationally accrediting institution and/or specialized in adult secondary program.
2. Experience in providing lead direction to others.
3. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
4. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas is required. Positions in this classification occasionally reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or public in interpreting and enforcing departmental policies and procedures.