

**BOARD OF REGENTS  
STATE OF IOWA  
REGENT MERIT SYSTEM**

**Class Title:** Instructional Support  
Technician

**Class Code:** 4021

**Pay Grade:** 408

**GENERAL CLASS DESCRIPTION:** Under general supervision, provides customer service and technical support for classroom instructional technology functions. May provide functional supervision.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

1. Provide operational and technical assistance to university clients (faculty, staff, students and public) in the use of instructional media technology materials, equipment and systems. These service functions are based upon an understanding of portable computers, peripherals, campus local area networks and server access.
2. Schedule, update and process records for the usage, inventory and sale of instructional media materials, equipment and systems.
3. Deliver, ship, demonstrate, operate, set-up, and troubleshoot installed and portable instructional media technology equipment and classroom systems. Perform minor maintenance to support university clients in the operation of those systems.
4. Assist, train and monitor university clients in the operation and application of basic instructional technology production equipment and distance delivery technology classroom/studios.
5. Train and monitor student and part-time assistants in instructional technology usage.
6. Provide technical and operational assistance to media satellite support staff and other departmental personnel in scheduling, distribution, set-up and use of instructional technology materials and equipment.
7. Collaborate and cooperate with other departments on campus in the installation, routine maintenance, and emergency troubleshooting of media technology equipment and classroom instructional systems.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed, nor is it intended that related duties cannot be required.

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### **KNOWLEDGES, SKILLS, AND ABILITIES**

1. Knowledge of portable computers, peripherals, servers, local area networks, standard office software programs.
2. Skill in accessing and inputting data across networks.
3. Skill in the operation, set-up and use of instructional media technology equipment and systems.
4. Ability to work in a team-oriented service and support work environment.
5. Ability to maintain effective working relationships with others.
6. Ability to establish goals, schedule work and set deadlines for completion of tasks.
7. Ability to interpret and explain policies and procedures.
8. Ability to communicate orally and in writing.
9. Ability to accurately maintain a system of records.

### **MINIMUM ELIGIBILITY REQUIREMENTS:**

1. High School graduation or equivalent and
2. Two years experience in a technology related field or occupation, or
3. Any combination of related post high school education and experience that is the equivalent of two years of full-time employment and
4. Possession of a state driver's license as required.

**REVISION EFFECTIVE: November 13, 2000**