CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: INSTRUCTIONAL PROGRAM TECHNICIAN

FLSA STATUS: Non-Exempt

CLASSIFICATION SUMMARY: Responsible for performing clerical duties and providing customer service in support of a program and/or program staff. This class may be responsible for providing assistance to students; providing support to faculty and/or staff; maintaining equipment, supplies, and inventory; and performing activities requiring general knowledge of the program and services. Skills and knowledge are typically gained through on-the-job experience.

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

Illustrative only – not inclusive of every task assigned to a position.

1. Prepares, designs and publishes various programs, newsletters, tickets, handbooks, and certificates for different departments.

2. Provides administrative support, such as running basic reports, researching information, tracking class information, and providing related support.

3. Performs general reception duties which may include: answering phones, directing inquiries to appropriate staff, greeting visitors, and providing department information.


5. Maintains and troubleshoots the functioning of assigned equipment; arranges for repairs as needed.

6. Collects and distributes copying requests; coordinates and tracks special requests with vendor.

7. Performs spot checks of inventory and orders supplies as needed.

8. Performs other duties as assigned.
**Training and Experience** (positions in this class typically require):
High School Diploma or G.E.D., and three years of customer service or experience related to area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):
- None Required.

**Knowledge** (position requirements at entry):
Knowledge of:
- Clerical and office support practices;
- Graphic design and publication practices and principles;
- English grammar, language, spelling, and punctuation;
- Assigned department operations and functions;
- Customer service principles.

**Skills** (position requirements at entry):
Skill in:
- Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintaining files and records;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Preparing a variety of business correspondence, records, reports, documents and forms;
- Following oral and written instructions, policies, and procedures;
- Preparing a variety of graphic design publications.

**Physical Requirements:**
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**
Created: 8/8/07
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_________________________ ______________________________
Signature of Employee    Date

_________________________ ______________________________
Signature of Supervisor    Date