College of the Redwoods

Position Description

Position: Assistive Technology and Media Specialist	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 120

Summary

Coordinates and provides technical support to the College's program for enhancing students' accessibility to learning materials and tools, instructional technology, education resources and facilities. Provides and/or arranges for mobility, access, notetaking, tutoring, and testing support services.

Essential Duties and Responsibilities

- Implements the College's Assistive Media program to enhance accessibility to computer workstations, printed and on-line learning tools, instructional technology, education resources, communications, and facilities.

- Informs staff, and implements mandates that ensure program compliance. Attends related professional meetings, as appropriate.

- Schedules and provides adaptation of instructional and student services materials into electronic, Braille, and audio formats accessible to students with audio and visual impairments.

- Provide a variety of one on one and small group instruction in the use of computer equipment and software used in education. Provide diagnostic inspections and repair on stand-alone and networked computer hardware and software.

- Prepares and distributes instructional materials as well as guidelines for accessible electronic media (e.g. web page, document design).

- Ensures that educational media is produced in alternative formats, including but not limited to large type, braille, or other visually tactile form.

- Reviews web sites and pages, advising and performing final reviews of authors, on formats that optimize accessibility and consistency with College styles.

- Provides for, and/or coordinates accommodations that enhance physically and learning disabled students' access to curriculum, services, and facilities.

- Facilitates testing accommodations for disabled students by scheduling and proctoring tests, preparing or arranging for modifications of testing instruments to enhance students' ability to complete tests.

- Serves as a resource and advocate for disabled students to make connections for resources and services that can help enhance self-confidence and contribute to student engagement.

- Assists students in obtaining academic and/or personal counseling as well as tutoring. Tutors (or arranges for) disabled students individually and/or in small groups in class or lab environments to develop skills in reading, writing, grammar, speaking, mathematics, and vocational areas.

- Assists Information Technology with installs, configurations, troubleshooting, maintenance, and repair of work stations and peripheral equipment having specialized applications for assistive technology.

- Ensures that computer workstations integrate with one or more local network servers and to host computer operations. Coordinates upgrades and/or installations of computers for faculty and staff members who require assistive technology.

- Learns, applies, and instructs others in the use of specialized assistive software. Upgrades operating system and application software upgrades, patches, and other computer software. Performs acceptance testing on equipment and software.
- Installs and maintains assistive software including software for the blind and low vision, learning disabled, physically disabled and other populations.

- Sets up and configures audio and visual communication devices to facilitate instruction, conferences, distance learning and other related uses.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
  - Requires technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology.

  - Requires knowledge of software and hardware applications commonly used to adapt text and electronic media to alternative media such as Braille, large print, and audio.

  - Requires working knowledge of programs, resources, regulations, and laws encompassing disabled students. Requires basic knowledge of and skill at recognizing the various forms of disabilities and potential accommodations. Requires knowledge of alternative teaching and learning methods and media for disabled students.

  - Requires working knowledge of computer software packages/applications, including, but not limited to, utilities, word processing, spreadsheets, databases, virus checking. Requires a working knowledge of personal computers.

  - Requires a basic knowledge of common protocols for personal computer applications, data communications, and access.

  - Requires sufficient human relations skills to conduct individual and small group instruction and technical assistance on the use of custom PC-based equipment and applications accommodating special needs.

  - Requires sufficient writing skill to document technical procedures, prepare training

materials, and prepare reports.

- **Abilities**

- Requires the ability to learn, apply, and communicate rules, regulations, policies and guidelines governing Assistive Media, Technology, and educational access. - Requires the ability to install and configure computers and peripheral devices. - Requires the ability to learn and apply regulations governing access and accommodation such as but not limited to Section 504 of the Rehabilitation Act, Americans with Disabilities Act, and Title V. - Requires the ability to analyze technical problems and repair or recommend alternative solutions. - Requires the ability to troubleshoot computer equipment; design, install, and configure instructional computers. - Requires the ability to prepare technical reports, documentation, and training materials. - Requires the ability to work independently and collaboratively, and maintain one or more customer-friendly computer laboratories. - Requires the ability to plan, organize, and conduct meetings, workshops, and training sessions. - Requires the ability to schedule, train, assign, and monitor work of student and/or temporary help. - Requires the ability to demonstrate sensitivity to staff and students with special mobility needs.

- **Physical Abilities**

Requires the ability to function indoors in an office or learning lab environment engaged in work of a sedentary nature. Requires ambulatory ability to move about to various office and classroom-type locations. Requires the ability to sit at a work station for extended periods of time and stand upright and forward flexing on an intermittent basis to demonstrate equipment and retrieve work materials. Requires the ability to travel to remote sites and campuses. Requires sufficient hand-eye coordination and dexterity to read technical documents and instructions, align small components, use a keyboard to type and perform data entry and use a pointing device. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of light-to-medium weight (less than 25 lbs.) on an occasional basis. Requires visual acuity to read numbers, letters and images; depth perception to connect parts and sub-assemblies. Requires speaking and hearing ability sufficient to hear over the phone and carry on routine conversations with minimal voice projection.

- **Education and Experience**

The position requires the equivalent to an Associate's degree in computer science or related technical field and 3 years of experience in instructional and personal computer technical support. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.