

## Teaching and Learning Center Support Technician Cabrillo College

Direct Link: <https://www.AcademicKeys.com/r?job=241380>

Downloaded On: Jul. 17, 2024 5:37pm

Posted Jul. 17, 2024, set to expire Sep. 10, 2024

<b>Job Title</b>	Teaching and Learning Center Support Technician
<b>Department</b>	Teaching Learning Center
<b>Institution</b>	Cabrillo College Aptos, California
<b>Date Posted</b>	Jul. 17, 2024
<b>Application Deadline</b>	08/01/2024
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Educational Services Information Technology Research/Technical/Laboratory
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**Job Description**

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**Teaching and Learning Center Support Technician**

**Cabrillo College**

**Salary:** See Position Description

**Job Type:** Full-time (100%)

**Job Number:**



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2024-01832

**Closing:** 8/1/2024 11:59 PM Pacific

**Location:** Aptos, CA

**Department:** Teaching Learning Center

### Employment Opportunity

We need **YOU!** Cabrillo College is looking for staff to provide quality programs and services for a diverse student population promoting ever-evolving needs as our students grow toward their individual aspirational goals. Cabrillo is an Hispanic Serving Institution (HSI) with a special focus on enhancing the Latinx student experience. Come join our team, valuing high-level and innovative instruction, support services, a welcoming environment, and helping to change the world one student at a time!

Under general supervision, the **Teaching and Learning Center Support Technician** provides user and administrative support for students and employees utilizing Teaching and Learning Center (TLC) systems and equipment; trains faculty and staff on use of web and desktop applications; maintains the TLC and Distance Education websites; trains student assistants to provide user-level support to faculty and students; escalates or redirects complex requests for assistance to appropriate parties as needed; and performs related duties as assigned.

The **ideal** candidate will share Cabrillo's commitment to educating its racially and socioeconomically diverse student population. Cabrillo College serves approximately 11,400 students per term. In the Fall of 2022, 58% of Cabrillo students are members of minoritized populations, identifying themselves as LatinX (51%), Multi Ethnic (5%), Asian (2%), Black Non-Hispanic (1%), Filipino (1%), American Indian/Alaskan Native (<1%) and Pacific Islander (<1%). In 2006, Cabrillo College was designated a Hispanic-Serving Institution, reflecting the great responsibility that the College has to the educational attainment and economic well-being of the surrounding community.

### COMPENSATION AND BENEFITS:

**Starting Salary Range: \$4,465 to \$5,169 per month; plus 5% annual increases up to step 7, maximum initial salary step placement on the [classified salary schedule](#) is step 4.** Full-time (40 hours per week) assignment, 12 months per year. Monday through Friday, 8:00 a.m. - 5:00 p.m. with evenings and weekends as required.

Classified employees are required to join the California Public Employees' Retirement System (CalPERS) and as such contribute 8% of their monthly salary to CalPERS on a pre-tax basis. Position

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scheduled to begin as soon as possible, pending continued funding and Governing Board ratification. Salary is subject to proration based on the beginning date of assignment. **Cabrillo is unable to sponsor work visas.**

**Benefits:** Our comprehensive benefits package includes medical, dental, life, short and long term, and vision (optional) insurance provided at a share of cost on a pretax basis, CalPERS Retirement and an Employee Assistance Program. Please see the [Benefitslink](#) on the HR webpage for more information.

### **Work-Life Balance:**

This opportunity is a full-time assignment, 12 months per year. [Classified employee benefits include:](#)

- Twelve (12) days vacation leave accrued annually; rate increases up to a maximum of twenty (20) days at year ten (10)
- Twelve (12) days of sick leave accrued annually, seven (7) of which can be used as Personal Necessity days annually
- Nineteen (19) paid holidays annually
- Five percent (5%) Longevity award annually after ten (10) years of service with increases to fifteen percent (15%) at twenty (20) years
- Professional Growth educational incentive program

As a classified staff member at Cabrillo College, you will join a vibrant community of professionals and educators working together to provide a positive educational environment where our students experience diverse academic and cultural perspectives.

### **Examples of Duties**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Provides a wide range of technical support services to faculty, managers, staff and students involving academic technology and systems that offer online, hybrid and web-enhanced courses; orients new faculty on navigating the technical and learning systems and related processes.
- Trains faculty on the District's learning management systems that support online instruction; creates help documents and support pages to aid in training; assists faculty with Canvas features such as attendance, accounts, assignments, announcements, exams, grades and other system

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elements.

- Provides information, instruction and training on work procedures and technical, legal and regulatory requirements to assigned student aides who provide basic support services to TLC users in setting up email accounts, accessing academic tutorials, conducting internet research and using and operating the Center's hardware and software.
- Develops and maintains the TLC and the Distance Education websites; ensures websites meet TLC and Distance Education user needs; works with the Web Systems Administrator to ensure accessibility standards are met; occasionally provides assistance to other instructional departments on web-related issues.
- Functions as help desk technician for TLC users; troubleshoots, resolves and or escalates issues to IT staff, vendors or product help technicians as appropriate; tracks system trends and works with providers in developing problem resolutions.
- Provides TLC user support for desktop applications including Microsoft Office Suite, Adobe Acrobat, Dreamweaver and Photoshop.
- Participates on technical projects involving the TLC, Distance Learning and other instructional-related systems.
- Attends various meetings, committees and serves on task forces as assigned.

### **OTHER DUTIES**

- Maintains TLC rooms and equipment in a safe and sanitary condition; orders and stores printer paper, Scantrons and other supplies.
- Assists in recruiting, hiring, scheduling and training student employees; monitors their work for accuracy and conformance with applicable requirements and standards.
- Collaborates with other departments on specific TLC technical projects.
- Demonstrates sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds of community college students, faculty and staff.
- Performs related duties as assigned.

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### Minimum Qualifications

#### EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Understanding of, and sensitivity to, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation, of community college students, faculty and staff; **AND**
- Coursework in instructional technology, computer science, information systems or a related field, **AND**
- At least three (3) years of progressively responsible experience in providing technical support services to users, preferably involving instructional education systems; **OR**
- An equivalent combination of training and experience.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

- Architecture, characteristics, commands and components applicable to various operating systems running on instructional technology computer platforms.
- Learning Management Systems used by the District.
- Web-based instructional technologies.
- Methods and practices applicable to the operations of instructional computer laboratories.
- Software, methods and techniques applicable to the design, development and maintenance of websites.
- Methods and techniques for troubleshooting and determining the causes of user connectivity and system utilization problems.
- Customer support methods and techniques.

##### Skills and Abilities to:

- Provide instructional education technology user support services to faculty, students and staff.

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- Obtain accurate and complete information from users to identify their needs and problems and develop responses and solutions.
- Plan, organize and conduct in-person or online technical training sessions to support effective use of available technologies.
- Communicate technical information to users in clear, accurate, non-technical language.
- Analyze problems, evaluate alternatives and make sound recommendations.
- Develop and maintain websites.
- Provide technical user support in a respectful, encouraging and effective manner.
- Maintain up-to-date technical support skills.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships.
- Uphold the District's mission, values and objectives including equity and Guided Pathways.
- Support an inclusive work environment that fosters diversity, respect and engagement.

### Additional Information

#### Application Process:

1. Complete the application with a minimum of three (3) Professional References and answer all supplemental questions; provide detailed information to aid in determining the minimum qualification requirements have been met
2. Attach resume
3. Attach all unofficial transcripts for college coursework completed, if applicable, displaying any degrees conferred (photocopies, scans, photos, and downloads are acceptable).

**Please note:** All application materials must be received by 11:59 pm on the closing date indicated above.

#### Attention Applicants

Only completed applications with the above required documents will be reviewed by the committee. Application materials not required (including cover letters and letters of recommendation) for this position will not be reviewed. Remove personally identifiable information such as personal photos, social security number, birth date, age, and gender from your application materials. Expenses related



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to the recruitment process are the responsibility of the applicant. **Cabrillo is unable to sponsor work visas.** A position eligibility pool may be established in order to fill other full-time, part-time, or substitute assignments as needs arise.

**Questions? Concerns?** Please contact HR as Departments, Divisions, and Committee Members are unable to discuss active recruitments with potential candidates.

### **Selection Procedure**

A search committee will review and invite applicants for an interview. Meeting the posted requirements does not guarantee an interview. A written performance exercise and/or presentation/demonstration may be a part of the interview, and finalists may be invited to return for a second interview. All notifications will be via email, and can also be accessed through your [application profile](#).

### **Conditions of Employment**

Selected candidates given a conditional offer of employment are required to submit tuberculosis screening clearance results, proof of eligibility to work in the United States, and present their Social Security card upon hire (for payroll purposes).

### **EEO Statement**

Cabrillo College is an equal opportunity employer and actively seeks a diverse pool of qualified applicants. The policy of the College is to encourage applications from all persons. No person shall be denied employment because of ethnicity or race, color, sex or gender, gender identity, gender expression, age, religion, marital status, disability, sexual orientation, national origin, medical conditions, status or protected veteran status.

### **Accommodations**

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Human Resources at [cabrillohr@cabrillo.edu](mailto:cabrillohr@cabrillo.edu).



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To apply, please visit <https://www.schooljobs.com/careers/cabrilloedu/jobs/4549800/teaching-and-learning-center-support-technician>

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### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

Teaching Learning Center  
Cabrillo College

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