# ALTERNATIVE MEDIA AND ASSISTIVE TECHNOLOGY SPECIALIST

## DEFINITION
Under general supervision, provides assistance in the use of alternative media and assistive technology to students with disabilities; performs routine maintenance of computers; and performs related work as required.

## SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Director of Special Resource Center (SRC). Exercises no supervision of staff.

## CLASS CHARACTERISTICS
This is a journey-level class responsible for assisting students with disabilities with learning, test taking, and other requirements through the provision of technical and computer-based tools and applications. Positions 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 District activities, and extensive staff, public, and organizational contact.

## EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)
*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Utilize specialized software and hardware to convert textbooks and educational materials into accessible formats such as Braille, audio, MS Word, and PDF, ensuring inclusivity for students with physical, hearing, visual, and learning disabilities.
- Trains and provides instructional assistance to students with disabilities in the use of assistive technology.
- Conducts specialized assessments of students and makes recommendations on appropriate alternate media and assistive technology.
- Performs diagnostic maintenance and repairs on workstations in collaboration with Information Technology Services (ITS).
- Serves as a primary contact for alternative media and assistive technology-related inquiries, liaising with vendors and stakeholders to address issues effectively.
- Sets up and configures workstations relating to assistive technology.
- Updates and maintains the Special Resource Center's student accommodation database to ensure accuracy.
- Maintains the Local Area Network within the configurations of assistive technology.
- Prepares recommendations regarding system enhancements.
- Installs and troubleshoots hardware, software, alternative media, and assistive technology.
- Manage databases of alternate media and assistive technology accounts, providing students with access to necessary resources.
- Maintain inventory records and oversee equipment repairs to ensure seamless operations.
- Create guidelines, instructional materials, and workshops to educate staff, faculty, and students on assistive technology usage.
- Develops and updates handbooks to facilitate accessibility across campus.
- Prepares various activity reports.
- Stays informed about relevant laws, regulations, and best practices in assistive technology.
- Attends in-service training and staff meeting as required.

- Responds to inquiries and complaints related to assistive technology promptly and efficiently; resolving issues to enhance the user experience for students, staff, faculty, and the public.
- Commitment to maintaining confidentiality and adhering to ethical guidelines in handling sensitive information.
- Performs other duties as assigned.


## QUALIFICATIONS
**Knowledge of:**
- In-depth knowledge of alternative media and assistive technology and accessibility standards.
- Working knowledge of the Americans with Disabilities Act, Section 504 and 508 of the Rehabilitation Act, as well as their implications for the educational setting.
- Current trends and developments in the-alternative media and assistive technology fields.
- Methods and techniques in assisting students in the use of alternative media and assistive technology.
- Proficiency in a variety of software and hardware packages, including Braille embossers, audio formats, and closed captioning tools.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Recordkeeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic, and ethnic groups.

**Ability to:**
- Install, operate, and maintain use of a variety of technical software and hardware packages that produce alternative text and educational print forms.
- Install, operate, and maintain closed captioning software and hardware packages to produce closed captioning on District tape and internet-based video.
- Proven problem-solving skills, with the ability to troubleshoot, diagnose, and solve hardware and software problems efficiently.
- Train and provide technical assistance and support to students, faculty, and staff on uses, operations, and maintenance of applicable software and hardware packages.
- Participate in the development and implementation of goals for the High-Tech Computer Center.
- Understand, apply, and reach sound decisions in accordance with District and department policies and procedures.
- Apply new developments in the field of assistive technology and information systems processing related to the High-Tech Computer Center.
- Conduct student surveys and studies.
- Plan, prepare, and conduct in-service training classes for students with disabilities.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**
*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with a major in Computer Science, Business Administration, or related field; and one (1) year of progressively responsible experience working with assistive technologies, preferably in an educational setting; or an equivalent combination of training and experience.

Have sensitivity to and understanding of multi-cultural, diverse environments and college students from diverse academic, socioeconomic, cultural, and ethnic backgrounds.

**Licenses and Certifications:**
None.

## PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

## ENVIRONMENTAL ELEMENTS

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