

## ALTERNATE MEDIA SUPPORT SPECIALIST

### GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, provides technical assistance and support related to meeting the legal requirements to supply alternate media for students in the classroom environment. Responsible for the production of materials and resources in alternate media formats to include Braille, electronic text, audio, and large print. Provides open and closed captioning services for instructional materials required in the classroom. Provides one-on-one support to students on how to use assistive technology effectively. May also assist in providing alternate media services for the District's website and printed materials for community members who request publications the District offers.

**REPRESENTATIVE DUTIES:** The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.

**BASIC FUNCTION:** The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive, but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Convert inaccessible textbooks and instructional materials in alternate media formats enabling students with disabilities barrier-free access to instructional materials including but not limited to e-text, large print, Braille, MP3 audio, and/or other types of formats, etc.; utilizes a variety of computer software and hardware tools to convert information into the requested format. \*
2. Utilizes specialized assistive technology, software, and equipment such as high-speed scanners, Braille machines, tactile graphics machines, closed circuit television, and specialized software such as Dragon Naturally Speaking, Kurzweil, JAWS, Zoom Text, Smart Pens, Abbyy Finereader. Recommends appropriate technology solutions and strategies for student success. \*
3. Provides specialized exam proctoring services including but not limited to converting exams to accessible formats, serving as a reader/scribe, or other services that will facilitate access to exams, quizzes, etc.\*
4. Provides guidance and technical support to students on the effective use of assistive technologies and offers troubleshooting support as needed. \*
5. Assists the Disabled Student Program and Services (DSPS) Director in ensuring the District provides barrier-free access to information within its educational, administrative, and support services environments in alternate media formats for students with documented disabilities. \*
6. Offers individual and group training to students and staff, consults with faculty on adaptive technology, master and support AIM (Accessible Information System) software and new software products, collaborates with IT for accessibility compliance.\*
7. Serves as the contact person and technical resource to others regarding situations that relate to alternate media production; independently responds to routine inquiries and correspondence and provides information to students, staff, and the general public within

- area of assignment. \*
8. Assists with the development of schedules for the delivery of auxiliary aids and services to students, including but not limited to, captioning, interpreting, notetaking, student assistants and other aids and services to facilitate access to instruction. \*
  9. Creates, organizes, and maintains an alternate media archive of services provided along with specialized materials and equipment used while maintaining confidentiality for students; develops and maintains a resource bank of access strategies for various types of disabilities and related instructional alternate media; maintains inventory records of all source materials. \*
  10. Ensures maintenance checks on alternate media equipment are done and equipment is in working order. \*
  11. Serves as liaison to the California Community College Chancellor's Office (CCCCO) accessibility centers and other community agencies to facilitate the delivery of auxiliary aids and services. \*
  12. Operates and demonstrates alternate media and assistive technology such as captioning, screen readers, voice recognition devices, optical character recognition (OCR), screen magnifiers, and other assistive technology and alternate media delivery devices. \*
  13. Consults and collaborates with groups and individuals, on-and-off campus, to ensure best practices are being utilized while providing alternate media services. \*
  14. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
  15. Remains abreast of emerging technologies, trends, and developments in the areas of alternate and assistive media. \*
  16. May serve as liaison between faculty, students, and the DSPS staff to secure and translate instructional and other District related materials into alternative formats in a timely manner.
  17. May develop and facilitate workshops related to the delivery of auxiliary aids and services such as alternate media, assistive technology, etc.
  18. May assist departmental staff by performing a variety of routine administrative duties, including but not limited to maintaining calendars and schedules, preparing, and creating various documents and reports, typing, and copying materials, proofreading, and editing finished copy, opening, and distributing mail, and assisting visitors in the office.
  19. May attend conferences and/or professional workshops related to assigned responsibilities.
  20. May provide direction and guidance to student workers and short-term, temporary employees.
  21. May serve on a variety of District committees as requested.
  22. Performs other duties that support the overall objective of the position.

## MINIMUM QUALIFICATIONS

### EDUCATION/EXPERIENCE:

- Associate degree\*; **AND**
- One (1) year of increasingly responsible related work experience.
- Or any combination of education and experience which would provide the required qualifications for the position.

\*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

**CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:**

- Documented experience providing direct services to persons with disabilities.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

**DESIRED QUALIFICATIONS:**

- American Sign Language (ASL).
- Experience with culturally and ethnically diverse groups.

**KNOWLEDGE, SKILLS AND ABILITIES: (*May be acquired through education, training and/or experience.*)****Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Adaptive software, hardware, and other resources used for translating and developing standard media into alternate formats.
- The use of alternate media and assistive technology.
- Braille machines, tactile graphics machines, closed circuit televisions, assistive technology such as Kurzweil, Dragon Naturally Speaking, etc. and mobility devices and other accessibility tools.
- Accessibility guidelines and laws for individuals with disabilities, Americans with Disabilities Act, Amendments Act, and applicable sections of the Vocational Rehabilitation Act.
- Scanning and transcription of media to alternate formats.
- Modern office practices and procedures.
- Effective communication skills, both verbally and in writing.
- Elements of proper grammar usage, spelling, punctuation, and vocabulary.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Word, Excel and Power Point software.

**Ability to:**

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Maintain working knowledge of specialized terminology.
- Translate and develop standard media into alternate formats using hardware, software and various technology tools.
- Use available technologies as tools.

- Maintain accurate records and required mathematical calculations.
- Understand and follow oral and written directions.
- Learn, interpret, and successfully apply office policies, procedures, rules and regulations.
- Collect data and compile reports.
- Comply with state and program reporting requirements.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Work independently with an emphasis on detail.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Demonstrate creativity regarding alternate media and assistance.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment.
- Work with culturally and ethnically diverse groups.
- Establish and maintain cooperative relationships with those contacted during the course of work.

**RELATIONSHIPS WITH OTHERS:**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

**SUPERVISION EXERCISED and/or RECEIVED:**

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

**PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

**WORK ENVIRONMENT AND CONDITIONS:**

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

**Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY**

**EMPLOYER:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

**BGCCD is** committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity,



Class Code: C107.200

Salary Range – CSEA 26 – Non-Exempt

parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.