HARTNELLCOLLEGE

Position: Instructional Technologist	Position Number:
Department/Site: Information and Technology Resources	**FLSA:** Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	**Salary Range**: 40

DESCRIPTION:

Under the direction of the Director of Information Technology, this position will work with faculty, administrators, and staff on the design and development of instructional content that will be used in traditional on-campus courses, blended, and on-line courses; plan, coordinate and conduct trainings on the use of technologies, conduct research on emerging technologies for use in an academic setting, and provide instruction and support to faculty and staff to assist them in the development and/or improvement of technology skills.

REPRESENTATIVE DUTIES:

Direct the operation and maintenance of the Faculty Staff Resource Center (FRC). Provide planning and operational support and direction to computer operations and staff; serve as a training resource to college staff and provide appropriate user support as assigned.

Develop and deliver technical training sessions and workshops to faculty and staff on instructional technologies, including the online learning management system, and administrative technologies. Serve as information and training specialist for campus technology subjects, software, and systems.

Develop and produce documentation and training materials in response to instructional needs.

Work closely with administrators, faculty and IT staff to support the college's distance education program.

Design, develop, and deliver customized faculty development programs related to distance education.

Diagnose and correct problems or coordinate support to resolve issues related to the learning management system (LMS) and other instructional technology systems.

Assist and train departments and individuals with the design and development of supplemental web pages.

Provide small group and/or one-on-one assistance with the LMS and other applications used widely by the College, such as MS Office, social media, and District administrative systems.

Develop and organize workshops and online training materials that facilitate effective use of the LMS and affiliated instructional applications.

Research best practices and recommend instructional technologies that enhance Division operations. Develop needs analysis surveys as well as workshop surveys.

Research and identify grant opportunities relevant to instruction, faculty support and online programs.

Provide leadership in researching, analyzing, selecting, implementing, upgrading and maintaining new and existing technologies.

Provide specialized technical assistance in the planning and development of new projects and technologies and systems; conduct research of new technologies and implementation strategies; recommend and implement improvements.

Provide guidance and training to staff, faculty, and student workers on technology needs and usage. Coordinate projects and oversee work in progress.

Perform other duties related to the position as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Instructional computer hardware, software, and network operations, protocols, and capabilities, on an advanced level
- User account administration
- Computer hardware, software, and peripheral installation and operation
- Operating systems and commonly used application programs
- Troubleshooting procedures for video conferencing, and related equipment.
- Intermediate to advanced skill in the use of Microsoft Office, and including, Word, Excel, PowerPoint, Access, Publisher, Windows 7 their successors
- Intermediate to advanced skill knowledge of Learning Management Systems, such as but not limited to Flash Professional, Camtasia, Adobe Creative Suite, HTML, HTML5, CSS, and JavaScript
- Intermediate to advanced skill in using web and media based technologies for education
- Instructional design principles
- Online course development standards and procedures
- Educational applications of social media
- Educational theories, including instructional systems design, and adult learning theory

SKILLS AND ABILITIES TO:

- Provide technical training in group and individualized sessions
- Continuous learning on cutting-edge technologies for support of education online

- Work with and train in both a PC and Macintosh environment
- Excellent oral and written communication skills
- Excellent presentation skills
- Excellent customer service skills
- Maintain a positive attitude
- Adapt to changing technologies and learn functionality of new equipment and systems
- Read, interpret, and apply detailed technical written and oral instructions
- Perform complex tasks related to the operation and maintenance of assigned instructional technologies
- Interpret, apply, and explain rules, regulations, policies, and procedures
- Maintain current knowledge of hardware, software, and maintenance developments
- Provide technical guidance and recommendation concerning existing computer programs and systems
- Balance multiple priorities and simultaneous projects
- Research technical problems
- Maintain accurate records
- Work independently with little direction
- Establish and maintain cooperative and effective working relationships with others
- Communicate effectively both orally and in writing
- Train and provide work direction to others

EDUCATION AND EXPERIENCE:
- A bachelor's degree from an accredited college or university with major course work in computer science, instructional design, or a related field AND
- Three years' relevant experience

WORKING CONDITIONS:

ENVIRONMENT:
Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing this job, the employee may be required to travel.

PHYSICAL EFFORT:
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Standing to deliver training courses
- Lifting and carrying heavy boxes and equipment.
- Dexterity of hands and fingers to operate a computer keyboard and handle objects
- Climb stairs
- Talk or hear
- Sitting or standing for extended periods of time
- Bending at the waist, kneeling, and crouching to perform repair