Position: Instructional Technologist
Position Number:
Department/Site: I.T.
FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area
Salary Range: 37

BASIC FUNCTION:

Under the direction of the Vice President of Information and Technology Resources, this position will work with faculty and administrators on the design and development of instructional content that will be used in traditional on-campus courses, blended, and online courses; plan, coordinate and conduct workshops on the use of new 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.
- Assist faculty in developing and maintaining the technology component of online and hybrid courses. Serve as the local point of contact to track and coordinate distance education support for specific issues and problems, and troubleshoot technical course design issues with faculty.
- Serve as resource on campus for all distance education products and tools as well as features available on course management systems and third party providers.
- Design, develop, and deliver customized faculty development programs related to distance education.
- Keep current on distance education and instructional technology theories, applications, and trends.
- Assist and train departments and individuals with the design and development of supplemental web pages.
- Work with a wide range of multimedia software, including audio, video, web, animation, and photo to develop materials for online, hybrid, and face-to-face courses.
- Develop instructional web and media-based interactive learning objects (tutorials, demos, training modules).
• Conduct research to identify potential applications for new and emerging instructional technologies.
• Participate on college committees.
• Research and identify grant opportunities relevant to instruction, faculty support and online programs.
• Design and develop print and web-based user documentation.
• Assist in the supervision of student workers.
• 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.
• Participate in scheduling, tracking, and managing new technology projects as they pertain to training. Assist campus departments in producing, designing, developing, and implementing content, features, projects, and programs.
• Perform additions and upgrades to training for the instructional technology systems to accommodate changing campus requirements. Technology training support includes but is not limited to multi-camera distance learning classrooms, video conferencing, multimedia classroom consoles, and audiovisual technology, including Video-on-Demand and pay-for-print systems.
• Develop and follow departmental procedures to track LRC inventory items through the district to provide warranty cross-reference, perform necessary research, and account for any missing items.
• Work with appropriate staff to prepare schedules for preventive maintenance, inspection, and care of LRC computers and repair of audio/video analog and digital equipment, including video disk server, DVD player, recorder, video tape recorders, audio video switchers, and pan/tilt cameras. Identify vendors and order parts as necessary, send equipment to outside contractors for repairs as needed. Perform preventive maintenance on computers, computer terminals, and associated equipment on a semi-annual or other agreed-upon basis.
• Develop and maintain proper level of materials and supplies needed for repair of computer and associated equipment; prepare budget requests and requisitions for purchase of materials, equipment, and supplies in area of responsibility.
• Perform related duties as assigned.

KNOWLEDGE 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, communication lines and related equipment.
Intermediate to advanced skill in the use of Microsoft Office applications, including, Word, Excel, PowerPoint, Access, Publisher, Windows 7, and their successors.
Intermediate to advanced skill knowledge of Learning Management Systems
Intermediate to advanced skill in using web and media based technologies for education such as but not limited to Flash Professional, Camtasia, Adobe Creative Suite, HTML, HTML5, CSS, and JavaScript
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:
Provide technical training in group and individualized sessions
Maintain curiosity about and commitment to learning 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 a regionally accredited college or university with major course work in computer science, instructional design, or a related field and two years’ relevant experience, OR an associate’s degree in computer science or related field and five years’ experience troubleshooting and repairing microcomputers and associated equipment, including experience working with video conferencing systems.

December 2013
Human Resources & Equal Employment Opportunity
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 DEMANDS:
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 repairs.