

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under direction provides support to the Office of Distance Education, by coordinating all aspects of the delivery of online classes, performing skilled and technical duties, and providing training in the use of online technology.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides a variety of technical support to the Office of Distance Education; creates user accounts; creates course shells; maintains and upgrades server software; monitors and troubleshoots integration of data from one system to another.
2. Works with technical support staff of vendors and District Computing Services to facilitate smooth operation.
3. Designs, duplicates, converts, and produces media in a variety of delivery formats.
4. Conducts training sessions on course management-related software and distance education technologies.
5. Advises faculty on online software and coordinates delivery of online course content.
6. Provides high quality technical support for students and staff having difficulty using distance education technologies.
7. Maintains a knowledge base of new and emerging technologies that affect distance education related technology.
8. Stays abreast of advances in technology and keeps current on relevant technology changes.
9. Provide Tier II Learning Management System (LMS) support to faculty, staff and students.
10. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Course delivery modalities.
- Pedagogic and technical strategies to deliver training to faculty, staff and students.
- Interpersonal skills, using tact, patience and courtesy.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.

Ability to:

- Work independently with little direction.
- Analyze situations accurately and adopt effective courses of action.
- Adapt to changing technologies and learn functionality of new equipment and systems.

- Speak publicly.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Understand and follow oral and written directions.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone, email or in person.
- Work with and exhibit sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- Troubleshoot and resolve hardware and software problems.
- Design, develop, and use multimedia resources.

Education/Training:

- A Bachelor's degree from an accredited college or university with major coursework in computer science, instructional technology or a related field. At least four (4) years of technical support and/or end-user training experience can be used in absence of a bachelor's degree.

Experience:

- Two (2) years of experience providing system administration and/or end-user support consisting of responsibility for software, application support, and end-user training providing technology related training in small and/or large group settings.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.