

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

INSTRUCTIONAL TECHNOLOGY SPECIALIST

*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 general supervision, the Instructional Technology Specialist will provide professional services to faculty, staff and students. Working independently, as well as in a team, the Instructional Technology Specialist will collaborate on online course development projects in areas such as web development, media development, and instructional design. The Instructional Technology Specialist may conduct one-on-one consultations with faculty, staff and students and works with college professional development groups to develop training programs to promote effective practices in teaching and learning technologies.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Develops training modules in various modalities for faculty, staff, and students on various software applications, web applications, learning management systems and computer operating systems.
2. Conducts needs assessments to determine needs for training and preferred learning modalities of faculty, staff and students and regularly redesigns training programs to meet needs and objectives.
3. Conducts evaluations of workshops, classes and training modules to assess effectiveness of delivery and content of instructional materials. Maintains records and prepare related reports.
4. Delivers instruction to small and large groups of faculty, staff, and students on the use of course management systems and other instructional tools.
5. Provides information on available learning resources; encourages participation in both group and individual learning programs. Organizes, prepares, distributes, and otherwise publicizes schedules of available training.
6. Performs computer system administrative services for server-based instructional technologies in support of district operations (such as Learning Management Systems).
7. Provide assistance to faculty, staff and students in the use of computer-assisted managed instructional technology.
8. In coordination with Technical Education Support Services (TESS) technical staff, assists with troubleshooting and resolving hardware and software problems as necessary. Recommends and designs software configurations appropriate for specific learning environments.
9. Maintain currency with advances in technology and maintains a knowledge base of new and emerging technologies and regulations that affect distance education.
10. Researches, evaluates, and recommends for purchase various commercially produced computer-based training modules and web applications for use in training.

11. Proactively plans use of information technology as an instructional tool District-wide.
12. Serves as college liaison for state-wide professional development and training initiatives (such as @One Project, CVC – California Virtual Campus, EduStream, etc).
13. Performs related duties as assigned.

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

Multiple computer operating systems, such as Windows and Mac OS.

Various productivity, multimedia, lecture capture, and e-learning authoring software, including MS Office and Adobe Suite.

Software installation and maintenance techniques and procedures.

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:

Understand and follow oral and written directions.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone 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.

Analyze situations accurately and adopt an effective course of action

Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM REQUIREMENTS

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in education, instructional technology or a related field.

Experience:

Two years of experience 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, with some travel from site to site.

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.

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