

INSTRUCTIONAL TECHNOLOGY SUPPORT SPECIALIST

DEFINITION

Provides support for faculty, staff, and students' use of new and current instructional technologies and Distance Education including but not limited to Blackboard/WebCT, Respondus, Turnitin, and podcasting.

SUPERVISION EXERCISED AND RECEIVED:

Immediate supervision is received from Associate Dean, Instructional Technology.

This position may provide supervision of clerical and student worker positions.

EXAMPLE OF DUTIES

Provides training to faculty, staff, and students in one-on-one or group settings on new and current instructional technologies.

Coordinates, plans, and conducts instructional technology training activities for faculty, staff, and students.

Prepares, maintains, and updates training materials.

Serves as internal expert in college supported instructional technologies, including Blackboard/WebCT, Respondus, and Turnitin.

Assists in managing resolution of technical questions and issues.

Coordinates technical support with external vendors to ensure faculty, staff, and students are well supported.

Assists in identifying, securing, and implementing new technologies.

Performs a wide variety of clerical and administrative work related to instructional technology support at the college.

Provides customer service and ensure that faculty, students, and staff are assisted within established procedures.

Assists faculty in the planning and implementation of instructional technology.

Researches and stays abreast of new developments in the field of instructional technology and distance education.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

A range of Course Managements System and software packages such as WebCT, Adobe Acrobat, Camtasia, Respondus, Adobe Photoshop, Flash, Macromedia Dreamweaver, Microsoft Frontpage, Word, Excel, and Powerpoint.

Online tools such as email, discussion boards, and webconferencing technology.

Best practices and learning theory for developing online materials.

Workshop and group facilitation techniques.

Ability to:

Provide a high-level of customer service orientation in serving students, faculty, and staff.

Communicate effectively with both beginning and experienced technology users.

Ability to analyze and solve problems with little supervision.

Ability to balance multiple priorities and simultaneous projects.

Research and resolve technical problems.

Effectively collaborate with faculty, staff, and students in a multicultural environment.

Establish and maintain cooperative and effective working relationships.

Work effectively with minimal supervision.

Plan and manage multiple tasks, projects, and timelines.

EMPLOYMENT STANDARDS

Minimum Requirements:

Bachelor's degree from an accredited college or university with a major in Communications, Computer Science, Instructional Design, Education or a related field.

A minimum of one year of experience developing online course content and/or working with online classroom management tools.

Desirable Requirements:

Master's degree in Instructional Design or a related field.

EMPLOYMENT STANDARDS (continued)

Desirable Requirements:

Prior professional experience with web page design and development, image editing, multimedia learning objects, Macromedia products, video editing, and podcasting.

Prior professional experience developing training materials and conducting workshops for adults.

Postsecondary teaching experience (preferably at a community college).