

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ONLINE INSTRUCTIONAL SUPPORT SPECIALIST

BASIC FUNCTION:

Under the supervision of the Director of Online Instructional Services, serve as the technical and training coordinator for the SWC Online Learning system; provide technical support to faculty, staff and students; receive, record, and resolve requests and concerns; assist faculty in the technical development and maintenance of online courses and materials; design and provide training for faculty and staff users of online and microcomputer hardware and software.

REPRESENTATIVE DUTIES:

Establish and maintain a working environment that stresses customer service; advise the Director of Online Instructional Services of any recommended improvements. *E*

Serve on the technical support team with the Computer Systems and Services programming and network staff to ensure the interconnectivity and interface between the Datatel Colleague system, Internet, and systems are kept operational 24 hours a day, seven days a week. *E*

Serve on the technical support team that operates and maintains the course management system(s) utilized by the College. *E*

Diagnose, trouble-shoot, and perform minor repairs to the course management system(s). *E*

Receive, record, and resolve faculty and staff requests and concerns regarding the online course management system(s). *E*

Provide hands-on assistance to faculty in the technical development and maintenance of their online courses and materials. *E*

Design and provide training for faculty and staff users of online and microcomputer hardware and software. *E*

Assess and set priorities for effective training needs of users; plan schedule and assist in the promotion of workshops. *E*

Communicate with staff to resolve problems, research solutions, consult with vendors, prepare documentation and other related responsibilities. *E*

Create, revise, maintain and publish various system documentation and instructional aids; creating training materials and class exercises; review existing literature to meet College instructional needs; maintain library of various manual, online help tools and other related materials. *E*

Provide information, assistance, and advice to College faculty and staff on a variety of matters pertaining to online learning and instructional systems. *E*

Maintain up-to-date, complete, and reliable records including written documentation of job procedures and practices. *E*

Maintain technical support records. *E*

Participate in the development of policies and procedures; make recommendations for changes and improvements to existing standards and procedures. *E*

Online Instructional Support Specialist - Continued

Assist in the preparation of the online support budget; submit budget recommendations; monitor expenditures. *E*

Provide direction, training, and technical guidance to Student Technology Assistants. *E*

Serve as an ad hoc informational resource to campus instructional and technology committees. *E*

Serve on appropriate College committees, as necessary. *E*

Attend and participate in professional group meetings, seminars, trade shows, vendor demonstrations, and training sessions; stay current with of new trends and innovations in computer and instructional technology resources and methods. *E*

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation, maintenance, and administration of Online Learning systems.

Principles and practices used in diagnosing, trouble-shooting, and performing minor repair procedures for the Online Learning, both onsite and remotely using the Internet.

Procedures and policies related to receiving, recording, and resolving faculty and student Helpdesk requests and complaints regarding Online Learning..

Online learning concepts, theory, practices, and standards.

Various operating systems, databases, and server applications and operations.

Architecture, operation, and configuration of Online Learning systems.

Software used to develop and maintain Web pages (e.g. Photoshop, FrontPage, Dreamweaver, RoboDemo, etc.) used to provide assistance to faculty in developing and maintaining online courses and materials.

Principles and practices of providing support for multimedia, instructional, and information technology, inclusive of audio and video streaming.

Computer applications such as word processing, spreadsheets, and databases.

Interpersonal skills using tact, patience, courtesy and diplomacy.

Proper operation of personal computers, servers and peripherals.

Record-keeping and documentation techniques.

District organization, operations, policies, and objectives.

Modern office practices, procedures, and equipment.

English usage, grammar, spelling, punctuation, and vocabulary.

Pertinent state, federal, and program policies, rules, and regulations.

ABILITY TO:

Operate, maintain, and administer Online Learning systems.

Diagnose, trouble-shoot, and perform minor repairs to Online Learning systems, both onsite and remotely.

Receive, record, and resolve faculty and student Helpdesk requests and complaints regarding Online Learning systems.

Work with programmers and network technicians to ensure the interconnectivity and interface between the Datatel Colleague system, Internet, and Online Learning systems are kept operational.

Remotely log in to the network and system servers to perform analysis, configuration, and minor repairs to the Online Learning systems.

Work with and provide support to faculty as they develop and maintain their online courses and materials.

Online Instructional Support Specialist - Continued

- Plan, organize, and oversee online support and instructional systems operations.
- Organize and review the work of assigned student assistants.
- Supervise, evaluate, and train assigned personnel.
- Analyze complex problems and provide solutions that maximize performance, effectiveness, and efficiency.
- Compile and maintain accurate and complete records and files and prepare reports.
- Supervise multiple activities simultaneously.
- Adapt to changing technologies and learn functionalities of new equipment and systems.
- Work independently with little supervision.
- Plan and organize work to meet schedules and deadlines.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college level training in computer science, information technology, or a related field, and three years of experience that includes operating, maintaining and administering large and complex Online Learning systems and experience installing, configuring, and maintaining instructional systems and technology.

WORKING CONDITIONS:

ENVIRONMENT:

- Learning Resource Center, Library, smart classrooms, computer labs, and office environments.
- Frequent interruptions.
- Office environment.
- Constant interruptions.

PHYSICAL ABILITIES:

- Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.
- Hearing and speaking to exchange information on the telephone or in person.
- Sitting or standing for extended periods of time.
- Seeing to read and verify data and prepare various materials.
- Bending at the waist.

HAZARDS:

- Extended periods of time viewing computer monitor.

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Johnson & Associates