CLASS TITLE: INSTRUCTIONAL TECHNOLOGIST & SYSTEMS SPECIALIST

SUMMARY DESCRIPTION

Under direction of the Dean, Instructional Support Services, provide instructional design expertise for the development and support of student access and success in the distance education program and online learning initiatives; assist faculty in the design of online coursework and instructional practices, development of learning resources, and revision of courses and course segments for online delivery; assist in technical development of innovative online, hybrid, and web-enhanced course content; support the customized development of online courses unique to the needs of the instructor and students; lead faculty training and support for the use of the District's learning management system and related software and tools; and assist with the management of the learning management system.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1.   Assist faculty in producing, developing, and implementing innovative and effective online course materials including multimedia elements, digital learning objects, and other media as technologies evolve. *E*

2.   Serve as a member of the Distance Education/Online Learning Center team; participate in planning, design, and implementation of faculty professional development opportunities and resources related to the effective and innovative use of instructional technologies and student-centered resources that support online success and retention. *E*

3.   Recommend appropriate use of technology to meet instructional objectives. *E*

4.   Participate in the management of the District's learning management system and related instructional tools and applications; participate in the maintenance, troubleshooting, resolving of technical issues, regularly communicating with the vendor, and keeping faculty and students apprised of issues and changes. *E*

5.   Provide online learning technical support, training, and resources to faculty, staff, and students. *E*

6.   Utilize project management systems and work ticket systems to monitor, update, and report on the status of ongoing projects and workload. *E*

7.   Act as a liaison to relevant campus departments including Student Support Services, Information Technology, schools, and centers. *E*

8.   Participate in strategic planning for the distance education/online learning program to meet college-wide, program-level, and accreditation goals. *E*

9.   Prepare documentation on various areas of responsibility; participate in data analysis and report writing to support program goals and improvement; prepare status reports. *E*

10.   Maintain and update instructional design best practices, faculty and student resources and tutorials, and learning management system information on the department website. *E*

11.   Attend and participate in staff meetings and department activities.

12.   Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Best practices in creating engaging online course content and corresponding learning activities.

Current multimedia technology and content creation tools.

Basic curriculum procedures in higher education.

Principles and practices utilized in producing innovative and engaging multimedia content using current media production tools.

Office procedures, methods, and equipment including computers and applicable software applications; office productivity tools including word processing, data management, presentation, and project management tools.

Best practices for the use of communication software, project management systems, and web and mobile technologies.

Ability to:

Integrate resources, policies, procedures, and information for the determination of best practices, solutions, and other outcomes.

Configure, customize, monitor, and maintain learning management systems and related software and technologies.

Produce innovative and engaging multimedia content using current media production tools.

Produce Section 508-compliant course content; test accessibility using various assistive technology guidelines and tools.

Operate, manage, and maintain the learning management system and related instructional technology.

Research, test, and recommend appropriate uses of technology for online learning.

Work effectively with faculty and staff who have a variety of technological skill levels and personalities.

Assist instructors in finding or producing engaging, pedagogically sound, and accessible course materials.

Learn relevant new technologies and theories as they evolve.

Provide a customer-oriented approach when working with faculty, staff, and students.

Collaborate with faculty, administration, classified professionals, students, and community members.

Work in an atmosphere of collegial decision-making, demonstrating consensus-building skills.

Use strong critical thinking and analytical skills.

Apply strong project management skills and attention to detail in assigned work.

Consistently meet deadlines while handling multiple simultaneous projects.

Be organized, detail oriented, and productive with an understanding of organizational policies, procedures, and activities.

Work independently with little direction and as part of a team.

Analyze data, present clear and comprehensive reports, and prepare and maintain a variety of records and files.

Maintain currency in educational technology, computer programs/software, web design, graphic design, and related tools.

Utilize a wide range of digital media tools and web development tools to accomplish assigned tasks.

Express ideas with excellent written and verbal communication skills.

Use strong interpersonal skills, including diplomacy, patience and courtesy.

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: Bachelor's degree in educational technology, instructional design, information systems, or related area and three years of experience in course design, curriculum design, training, and/or online learning including experience with online course management tools and instructional technology, development of online instructional content using best practices in universal design, and developing and facilitating training and tutorials in a variety of engaging and innovative formats.

Master's degree in Instructional Design or related area is desirable as is: experience with Canvas LMS as an administrator, designer or trainer; demonstrated knowledge of Federal, California, and WASC Accreditation regulations and guidelines relating to distance education; experience as a distance learning instructor and/or facilitator; experience as a distance learning student.

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 smart classrooms, computer labs, and in standard office settings with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in office, classroom, and computer lab settings; 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.

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