CLASS TITLE: TECHNOLOGY SPECIALIST FOR ACCESSIBILITY AND COMPLIANCE

SUMMARY DESCRIPTION

Under the direction of the Chief Information Systems Officer, perform a variety of specialized duties involved in identifying and recommending potential solutions for accessibility barriers based on the World Wide Web Consortium (W3C) Web Content Accessibility Guideline (WCAG) 2.0 Level AA standards as well as compliance with the Americans with Disabilities Act (ADA), Section 508, and other accessibility related laws for Electronic and Information Technology (EIT); work in collaboration with faculty and staff to ensure compliance with applicable standards, practices, guidelines, and laws; and provide expertise and guidance to faculty and staff in assistive technology and national accessibility standards, practices, and guidelines.

DISTINGUISHING CHARACTERISTICS

This classification has primary responsibility for ensuring the District's compliance with various laws, regulations, and applicable industry standards related to access technology. Responsibilities will include assisting faculty and staff in identifying and incorporating access needs consistently across the District, providing training and serving as a resource, and maintaining awareness of changing laws, regulations, and technical standards as well as emerging technologies. Secondary responsibilities will include assisting in researching other technology needs, participating in implementation, and providing training to facilitate incorporating new and changing technology and maximize end user benefits.

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. Provide advice on the development and implementation of processes to meet institutional compliance with laws, regulations, and established technical standards related to access technology, including but not limited to, Section 508, W3C WCAG 2.0 Level AA standards, and ADA.

2. Assist campus departments, divisions, and/or administrative units in identifying and incorporating access needs and regulatory compliance in their comprehensive planning process.

3. Audit current EIT on campus, including Higher Education Center (HEC) sites, and make recommendations for compliance with accessibility laws, regulations, and standards.

4. Audit online, hybrid, and web-enhanced courses for compliance with accessibility laws and regulations such as Section 508 and WCAG 2.0 Level AA accessibility standards; make recommendations for compliance.

5. Audit Publisher and other propriety websites and materials for compliance with accessibility standards as established in laws and regulations such as Section 508 and WCAG 2.0 Level AA; make recommendations to ensure compliance with these and related laws, regulations and standards.

6. Review new Distance Education (DE) course proposals for accessibility and compliance with Section 508 and related laws and regulations; provide originating instructors with a checklist and resources to bring course into compliance.

7. Design templates that meet accessibility standards.

8. Develop and offer educational opportunities for faculty and staff in the use of universal design and accessibility techniques.

9. Serve as primary contact person for faculty and staff regarding questions related to institutional EIT and accessibility of DE and web-enhanced course content.

10. Provide training, resources, and support for faculty to ensure accessible course design, instructional materials, and EIT; may provide other technology training as needed.

11. Provide training, resources, and support to faculty and staff to ensure websites and webpages meet accessibility compliance standards.

12. Coordinate captioning services in conjunction with Disability Support Services (DSS) including advertising service to faculty, integrating captioning services into faculty multimedia accounts, managing captioning requests, and maintaining records.

13. Review and test third-party electronic and information technology Voluntary Productivity Accessibility Template (VPAT) for accessibility compliance including Publisher websites requiring an access code.

14. Recommend accessibility standards for software, equipment, and components.

15. Create and maintain a list of approved third party applications, websites, and vendors for use by faculty, staff, Curriculum Committee, and the Bookstore.

16. Recommend installation and configuration of approved access technology equipment and software across campus.

17. Participate in installing and configuring upgrades to existing access technology that enhances continuous operation, desired performance, and services.

18. Provide statistical reports based on service delivery, problem resolution, and trends in EIT.

19. Assist in performing research and development with new technology that may be suitable for implementation within the District; participate in all aspects of implementation including developing and providing training.

20. Participate on college committees/organizational units to make recommendations on accessibility compliance; may participate on other technology committees as directed.

21. Maintain current knowledge of industry advances and changes to related laws and regulations; research and evaluate accessibility changes on multiplatform computer operating systems, software applications, and emerging software applications; monitor and advise on new or changing laws and technical standards related to accessibility of EIT and online course content.

22. Design and provide training, training materials, training exercises, job aids and support for multi-platform computer operating systems, general software applications, web-authoring software applications, instructional technologies, and institutionally supported specialized applications (operational and administrative).

23. Assess and set priorities for user training needs for web accessibility, media content, and other technology related topics such as Smart Classrooms and labs; learn software accessibility applications to teach and support users; plan, coordinate, schedule and promote training.

24. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Pertinent federal, state, and local laws, codes, rules, regulations, policies, and procedures related to area of assignment including: Section 508 of the U.S. Rehabilitation Act; Americans with Disabilities Act; California Government Code 11135; Twenty-First Century Communications and Video Accessibility Act; Section 225 of the Telecommunications Act; Section 501 and 505 of the U.S. Rehabilitation Act; and Office of the State CIO, Information Technology (IT) Policy Letter 10-10.

Various standards related to area of assignment including EIT accessibility standards; W3C WCAG 2.0 Level AA web content accessibility standards; and Assistive Technology Act of 1998.
California Community Colleges Online Education Initiative and California Community Colleges Accessibility Center.
Technical aspects of field of specialty.
EIT accessibility best practices.
EIT and Web access for individuals with disabilities
Current computer, web based and access technologies.
Protocols and procedures for setting up new EIT equipment and installation of software.
Methods and techniques used in troubleshooting and performing routine maintenance on various EIT hardware and software applications.
Equally effective alternative solutions for EIT accessibility.
Best practices in EIT and accessibility training protocols for faculty and staff.
Basic principles and practices of project management.
Principles and procedures of record keeping.
Oral and written communication skills.

Ability to:
Perform a variety of specialized duties involved in identifying and suggesting potential solutions for accessibility barriers.
Provide specialized and technical support and assistance.
Analyze and solve complex and difficult accessibility problems related to people, processes, and technology.
Install, program, configure and maintain accessible EIT equipment, software, and devices.
Maintain current knowledge of applicable guidelines, rules, regulations, requirements, and restrictions.
Act as a conduit between District service organizations, such as Institutional Technology and Procurement, and areas with direct contact with students such as Academic Affairs and Student Affairs.
Provide training for faculty and staff on accessible EIT and Section 508 compliance.
Develop and deliver presentations related to area of assignment.
Conduct effective meetings.
Collect data and compile reports.
Learn District organization, operations, polices, and objectives.
Understand and follow oral and written directions.
Work independently with very little or no direction.
Operate computers and peripheral equipment properly and efficiently.
Operate a variety of office equipment.
Plan and organize work to meet schedules and time lines.
Work productively and cooperatively with others.
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 computer science or related technical field and three years of experience in that includes researching and implementing new technologies and providing training to end users; experience with access technology that demonstrates knowledge and understanding of accessibility and regulatory compliance issues is highly desirable.

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 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 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.

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

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Forsberg Consulting Services