

Classification Description



Job Title: Instructional Technologist III

Pay Grade: TA050

Job Code: T010

FLSA Status: Exempt

Job Purpose

This is specialized work in the eLearning department within the Office of Information Technology (OIT). The Instructional Technologist III reports to the Manager of Technology Support Services and is the lead member of the Learning Management System (LMS) support team. This requires addressing technical issues and overseeing support requests in an accurate and timely manner consistent with College policy. Additional responsibilities include testing beta features in the LMS, researching and evaluating the emerging instructional technologies for use in development and delivery of online courses, and HelpDesk data management and reporting.

General Responsibilities

Essential Functions

Provides leadership and training to all Technology Center employees and student assistants. Conducts onboarding training for all new hires and maintains the help desk user training course to ensure accuracy. Oversees the scheduling of student assistants.

Conducts training for Technology Center employees on the help desk ticketing system and monitors the tickets on a daily basis to ensure tickets are being handled in a timely manner. Provides monthly reports outlining help desk ticket data.

Oversees continuous faculty training sessions based on feedback from the help desk ticket data or faculty requests.

Responsible for all Technology Center technology to ensure that computers are regularly updated and maintained.

Provides faculty and student technical support in the use of the LMS. Responds to LMS-related emails, helpdesk tickets, phone support and walk-in requests. Responsible for escalated HelpDesk tickets related to eLearning and the College LMS.

Responsible for management and maintenance of the HelpDesk ticket database. Ensures consistent collection of data across the support team. Generates term reports to document the types of support and services required by faculty, staff and students. Recommends areas for training development based on HelpDesk data.

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Collaborates with eLearning and Teaching and Learning Center (TLC) staff to outline professional development opportunities for faculty related to the technology. Provides specific input on feature releases in the LMS, and other new products and technologies that impact teaching and learning.

Develops content for training workshops, webinars and online multimedia support materials related to the technology, including training videos and knowledge base articles.

Conducts group or individual training sessions for novice, intermediate and advanced LMS users.

Develops and produces instructional technology media elements for use in courses and other assigned projects. Advises on production issues, including content acquisition, multimedia authoring, animation, graphics, video and audio.

Provides support to Instructional Designers with acquisition of and integration of LTI's and textbook publisher content as needed.

Listens and responds to faculty needs regarding instructional technology in order to identify and recommend appropriate hardware, software, and training options to faculty LMS users.

Complies with ADA design requirements by remaining current with ADA (Section 508A) compliance and copyright guidelines for online and blended learning environments.

Performs other departmental duties and responsibilities as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Three (3) years of professional full-time related work experience. Appropriate combination of education and experience may be substituted.

Knowledge of ADA compliance and other legal guidelines related to online learning, such as the TEACH act.

Ability to work flexible hours in order to provide effective coverage.

Demonstrated ability to:

Utilize applications such as:

- Articulate Studio (or other interactive design software).
- Adobe Photoshop (or other graphics design software).

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- Camtasia (or other screen recording software applications).
- Instructure Canvas (or other learning management systems).
- Adobe Connect (or other videoconferencing platform).
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

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Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 27, 2023.