

Range	40*
Hours/day	8
Hours/week	40
Months	12

\*changes pending agreement with classified union

## SHASTA - TEHAMA - TRINITY JOINT COMMUNITY COLLEGE DISTRICT

JOB TITLE: Senior Online Learning Instructional Technician

### DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

Serves as point of contact between Learning Management System (LMS) vendor and the district, coordinates with Information Technology and Academic Affairs to access and upload section and student information into the LMS, makes adjustments to enrollment, is responsible for removing, backing up and archiving courses, and sending general communications to faculty. This staff member will diagnosis system problems and handle issues other staff members are unable to resolve and can serve as backup for frontline faculty support. Escalates technical problems and creates and monitors progress of trouble tickets as necessary. Investigate new tools/technologies to integrate into the LMS. As time permits, this person also contributes to the development and presentation of faculty and student training material. Under limited supervision and using a significant degree of independence and initiative, organize work, prioritize activities, and exercise responsibility for scheduling and overseeing day-to-day functions. Employees in this classification receive general supervision within a framework of standard policies and procedures, and perform a wide variety of specialized tasks including desktop publishing, web page design, data collection, and report writing.

SUPERVISOR: Dean of Library Services and Educational Technology or designee.

### TYPICAL DUTIES:

- Coordinates with Academic Affairs, Division Offices and online faculty members to ensure course shells and student enrollments are entered into the LMS each semester.
- Utilizes LMS Web Services to ensure enrollment processing protocols are working appropriately and suggests improvements to streamline workflows/processes.
- Merges course sections and manages user profiles as needed.
- Creates local customizations of the learning management system, builds course templates, and new features.
- Maintains LMS environments through LMS administration and HTML and CSS Modifications.
- Leads the work activities of the Online Learning Instructional Technician.
- Acts as the point of contact between Learning Management hosting company and the college to submit trouble tickets, enhancement requests, and trouble shoot problems.
- Maintains 24/7 helpdesk portal and manages student and faculty ticket escalations.
- Develops and maintains documentation for workflows and procedures.
- Manages end of semester processes such as making courses no longer available to students and removal and archiving of courses after 6 months.
- Archives LMS data into a local storage system.

- Plays a lead role in developing and delivering a wide range of training opportunities (in collaboration with stakeholders).
- Plays a lead role in developing unmediated faculty and student support.
- Produces a wide variety of training materials.
- Assess new educational technologies to use in online learning.

#### Marginal Functions:

- Serves on committees as assigned.
- Performs other related duties similar to the above in scope and function as required.

## EMPLOYMENT STANDARDS

#### Knowledge of:

- Requisite technical skills to perform essential and marginal functions.
- Learning management system back-end and front-end functionality
- Best practices in online course design
- Computer operating systems
- Web Development Tools including custom menu creation and maintenance
- A variety of software programs including but not limited to Web Design and authoring tools, Adobe Suite, multimedia authoring tools, and Office Suite applications
- State and federal laws and regulations and District policies related to the development and implementation of distance learning instructional programs including ADA and FERPA compliance regulations.

#### Ability to:

- Plan and schedule projects to meet critical deadlines
- Plan, prioritize, schedule, and perform simple and complex customer support activities in an organized manner.
- Communicate technical and complex information to nontechnical users.
- Apply online learning pedagogy in a community college setting.
- Maintain current knowledge of technical advances in areas of responsibility and recommend improvements in the District's LMS and services.
- Utilize LMS Web Developer tools to develop and Modify HTML layouts and CSS Styles
- Maintain current knowledge of advances in modern instructional technology and distance learning.
- Maintain skills necessary to integrate new technologies into the curriculum.
- Lead in the development of distance learning and instructional technology solutions that meet the needs of college faculty and students.
- Communicate effectively both orally and in writing in a collegial manner and maintain effective and cooperative working relationships.
- Prepare and present clear comprehensive oral and written reports and recommendations.
- Maintain accurate records, collect, compile and analyze data.
- Assure compliance with State and federal laws and District policies.

- Speak effectively in front of large groups of people.
- Work effectively and independently with frequent interruptions and stringent timelines.
- Effectively interact with others from diverse backgrounds.
- Understand and carry out oral and written instructions.

Education/Experience:

- Associate degree with coursework in computer and network systems and technologies or equivalent.
- Bachelor's degree preferred, with course work in instructional technology, web design, Computer Science or related discipline.
- Professional experience in online learning, preferably in a community college educational environment
- Demonstrated technical knowledge and ability to communicate clearly both verbally and in writing.

Created: 10/13  
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