

**San Jose/Evergreen Community College District
Classified Job Description**

Position: Instructional Technology Specialist

Department: Library, Learning
Resources & Distance Education

Location: SJCC

Date: 3/15/2017

POSITION PURPOSE

Under the direction of the Dean of Library, Learning Resources, and Distance Education, the Instructional Technology Specialist is responsible for assisting students, faculty, and staff with instructional technologies, distance education applications (college-wide), and technical operations and infrastructure in the Library and the Learning Resource Center (LRC). This position interacts with students, faculty and other college personnel to identify problems in existing programs and systems; assists in developing guidelines and provides technical support for access to curricula, distance education and online course or course components, web page development, and other electronic information sources.

KEY DUTIES and RESPONSIBILITIES

1. Work closely with administrators, faculty and IT staff to support the college's distance education program.
2. Use commonly accepted instructional design techniques to assist faculty in the design and development online, hybrid, and web-enhanced courses;
3. Diagnose and correct problems or coordinate support to resolve issues related to the learning management system (LMS) and other instructional technology systems.
4. Serve as a resource to faculty and staff in the development of technology enhanced instruction and online, hybrid, and web-enhanced courses.
5. Consult with the disability resource department to ensure distance learning courses comply with ADA and the Rehabilitation Act guidelines.
6. Provide small group and/or one-on-one assistance with the LMS and other applications used widely by the College, such as MS Office, social media, and District administrative systems.
7. Develop and organize workshops and online training materials that facilitate effective use of the LMS and affiliated instructional applications, such as Turnitin.
8. Research best practices and recommend instructional technologies that enhance Division operations. Develop needs analysis surveys as well as workshop surveys.
9. Collect data and develop reports related to LMS utilization and distance education; student, faculty, and staff training; and instructional technology trends.
10. Provide assistance to campus instruction and technology committees on the LMS and distance education programs.
11. Maintain vendor relationship and provide necessary assistance to vendors on services/products purchased.
12. Participate in the development and dissemination of social media, including blog posts and tweets.

13. Stay current with open learning trends in the LMS industry and participate in professional development or conferences.
14. Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Basic operations, services and activities of assigned program.
2. Pertinent federal, State and local laws, as specified by the program and student population served.
3. Current one or more learning management systems, preferably Canvas.
4. Principles of open-source web design and new media development tools as well as industry-standard applications.
5. Modern office operation and widely used computer hardware and software such as Windows and Macintosh operating system, and MS Office applications.
6. The use of the English language on business writing formats including memos, agendas, letters and reports.
7. Recent developments, trends and information related to learning management systems and distance education.

Skills and Abilities:

1. Customize solutions for technology needs in a complex technology environment.
2. Understand office administrative practices and tools including computers, websites and other applications related to the program.
3. Operate a variety of equipment and computer peripherals, including telephones, copiers, scanners, and printers.
4. Compile and interpret data; prepare correspondence and reports.
5. Establish and maintain cooperative and effective working relationships with staff, students and others.
6. Communicate clearly and concisely, both orally and in writing.
7. Work with attention to details and independently with minimum supervision.

Education and Experience:

1. Bachelor's degree with significant course work in computer science, instructional design, instructional technology, digital arts or related field.
2. Experience with learning managements systems, such as Canvas, and new media development tools, including HTML and image editors, and various A/V equipment.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic background of groups historically underrepresented, and

groups who may have experienced discrimination.

Desirable Qualifications:

1. Master's degree in related field.
2. Expertise and experience in training, leading, and coordinating a collaborative organizational effort in support of learning management systems or instructional technology used in distance education.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Physical Demands:

1. 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 operation of office equipment required repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Date Approved: 3/14/2017

Salary Range: 122

EEO Category: 2B2 – Other Professionals