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| **INSTRUCTIONAL TECHNOLOGY SUPPORT SPECIALIST** |
| **Reports to:**  | Vice President, Instructional Services |  |  |
| **Dept:** | Instructional Services | **Range:** | 27 |
| **FLSA:** | Nonexempt/Extended Day | **EEO:** | Technical and Paraprofessional |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**BASIC FUNCTION:**

Under general supervision, provide technical support to faculty, staff and administrators on curriculum, room scheduling and student learning outcome database soft­ware; provide assist­ance to Courses and Programs Committee (CPC) and various faculty committees, and serve as the Vice President’s representative to provide technical, procedural and administrative support to ensure the needs of the college and division are met; and perform related duties as assigned.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Serve as liaison between the Vice President of Instructional Services, CPC, instructional deans, student services, public information office, articulation officer and faculty on all technical issues related to curriculum. Responsible for taking curriculum approved by CPC and preparing it for Academic Senate and Board of Trustee approval and uploading program data to the State Chancellor’s Office.
2. Serve as a member of the Technical Review Committee and a resource to the Courses and Programs Committee, as part of the annual curriculum review and update process. Make technical corrections to curriculum submissions. Communicate with faculty, department chairs and deans to ensure accuracy of curriculum format.
3. Configure and maintain online curriculum management database/web application; as needed and/or requested, train department chairs, faculty, administrators and staff in the system’s use; assist in determining appropriate functionality and performance; make recom­mendations for system changes/corrections as necessary; at the direction of CPC, make changes to the curriculum program and test to ensure proper functioning in cooperation with Instructional Services, Academic Information Services and CPC.
4. Serve as an advanced functional expert for course management software programs and modules; test and review system upgrades and integrity of third-party software integrations and makes recommendations on system changes and corrections; maintain user documen­tation and procedures; create databases and transfer data between software programs; analyze and reconcile data differences between systems and assist with other system integration issues. Organize and coordinate the flow of CPC activities through the office in relation to priorities, schedules and deadlines; research and verify information and data and provide advice where appropriate; develop the CPC agenda; take, transcribe, prepare and distribute com­mittee minutes, post CPC actions and maintain related files.
5. Assist the Vice President by collecting CPC actions including policies, procedures and new, revised and deleted courses, degrees and certificates by maintaining all files related to CPC actions and curriculum in general; assist CPC chair in preparing the CPC committee’s annual report; as a result of CPC actions, keep college catalog, curriculum management database and stored degrees and certificates current; prepare board of trustee’s dockets for curriculum approval.
6. Perform a variety of duties to assist the Vice President of Instructional Services and the Office of Instruction in meeting reporting requirements, functional responsibilities and research objectives.
7. Maintain the Office of Instruction and CPC calendars; coordinate committee and other meet­ings; review, update and inform Vice President of Instructional Services and others of time lines to ensure they are met; prepare and duplicate agendas, memos and other forms of communication.
8. Compose correspondence independently; communicate information in person, by e-mail and/or by telephone where judgment, common knowledge and interpretation of policies and regulations are necessary; establish and maintain complex, interrelated filing systems including confidential files.
9. Cooperate with Admissions & Records and the Articulation Officer to ensure accuracy of information in course outlines of records, degrees and certificates that are published in the college catalog, schedule and other print and online publications (e.g., transfer status, prerequisites, co-requisites and IGETC).
10. Work with deans and Enrollment Database Specialist to coordinate on-campus classroom assignments; coordinate emergency rescheduling of classes when scheduled facilities are unavailable; configure, manage and operate interface between PeopleSoft and 25Live (room scheduling system); set up final exam schedules in scheduling and space management software to accurately reflect the finals meeting schedule; work with deans and faculty to resolve conflicts with finals; run reports providing information on space utilization and load capaci­ties for all three campuses.
11. Provide functional administrator managementof room scheduling system, including setting up schedulers, users and room responsibility assignments; troubleshoot errors in the system, set up security, define system settings, maintain system content, oversee the scheduling of events, etc. work with academic administrators and coordinate schedulers to ensure events are confirmed in a timely manner; assign and monitor tasks, provide assistance as required and update details regarding seats and setup of available rooms annually; provide training to schedulers, administrators and end users as updates to the system occur; monitor and notify schedulers of past due actions to ensure confirmations received by requestors. Create, maintain and support we-based calendars.
12. Maintain student learning outcome database (TracDat) system for student learning out­comes; setup custom fields; provide logistical support and run reports; add, delete and modify outcomes in TracDat and official course outlines of record; add/remove users and permissions; provide training to faculty and staff on the use of TracDat. Serve as liaison between OAC chair, Vice President of Instructional Services, and the Office of Research, Planning & Institutional Effectiveness on student learning outcomes and TracDat.

**OTHER DUTIES:**

1. Manage and track distribution of catalogs; coordinate online posting of catalogs with information technology staff. Coordinate formatting and production of print version of catalog.
2. Provide customer service by meeting, greeting and serving students, faculty and the community; assist students, faculty and the community in a friendly and congenial manner; answer a wide variety of inquiries.
3. Attend offered training provided by vendors regarding updates or upgrades to systems supported by position.
4. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

1. Rules, regulations and policies governing the Instructional Services Division.
2. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
3. Applicable sections of the state education code, Title 5 and other applicable laws related to curriculum.
4. College course management software programs and system processing procedures, codes and data elements used to build and maintain the master course catalog, at a highly detailed functional user level.
5. Methods and techniques used to develop college class schedules.
6. Office procedures and equipment, including complex and varied filing systems, letter and report writing.
7. Oral and written communication skills.
8. Correct English usage, grammar, spelling, punctuation and vocabulary.
9. Recordkeeping techniques.
10. Database management methods and software.
11. Technical research, problem solving and troubleshooting in a database environment.
12. Telephone techniques and etiquette.
13. Interpersonal skills using tact, patience and courtesy.
14. Advanced use of business software including word processing, spreadsheet, presentation and other applications.

ABILITY TO:

1. Work collaboratively with administrators, deans, faculty, staff and others to complete course catalog database development processes efficiently and with a high degree of accuracy and to integrate data in a variety of systems.
2. Analyze software and recommend changes as necessary.
3. Provide technical support to software users.
4. Coordinate with external developers and tech support to identify and resolve software issues.
5. Set up custom fields in database systems.
6. Document, analyze and convey technical and functional software and programming issues.
7. Translate technical terms into layperson’s terms.
8. Develop manuals, written procedures specialized reports.
9. Effectively analyze and resolve problems.
10. Learn and apply sections of the state education code, Title 5 and other applicable laws.
11. Operate a computer and standard business software.
12. Learn new software packages quickly.
13. Understand and follow written and oral instructions.
14. Perform difficult and complex technical work.
15. Interpret and apply college and division policies, laws, rules and regula­tions.
16. Conduct training for other faculty and staff.
17. Communicate effectively both orally and in writing.
18. Compile information and compose effective correspondence/reports independently.
19. Take and transcribe meeting minutes.
20. Organize schedules and meet time lines.
21. Work confidentially with discretion.
22. Work independently with little direction.
23. Make calculations quickly and accurately.
24. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
25. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

An associate degree in a related field and two years of related work experience; or an equiva­lent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Not applicable

**CONTACTS:**

Faculty and staff, Admissions and Records, Academic Information Services, Public Information Office, Office of Research, Planning & Institutional Effectiveness, articulation officer, Courses and Programs committee members and chair, Outcome Assess­­­ment Committee (OAC) members and chair, instructional deans and students.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to work at a computer, includ­ing repetitive use of a computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing, including e-mail, with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily an office environment. Subject to frequent interruptions by individuals in person or by telephone and intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.