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| **ONLINE INSTRUCTIONAL TECHNOLOGIST** | | | |
| **Reports to:** | Director, Online Education |  |  |
| **Dept:** | Online Education | **Range:** | 30 |
| **FLSA:** | Nonexempt/Extended Day | **EEO:** | Professional |

*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 direction, administer and configure the district’s Course Management Systems; train and provide a wide range of technical support to faculty and students in uses of instructional technology systems; evaluate, test, implement and support instructional technologies that integrate with the college course management system(s) and website; 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. Maintain, operate and administer the district’s Course Management Systems (CMS) to ensure ease of use and accessibility for students, faculty and staff and to enhance student interaction with each other, faculty and course materials; assist in ensuring all online courses are ADA compatible.
2. Administer CMS to include the maintenance of HTML templates, course archives, user roles, work flow and guidelines for course development; coordinate with Academic Information Services to ensure all online education Course Management Systems conform to district IT security standards.
3. In coordination with Academic Information Services, develop and maintain the CMS architecture, especially integration with student information systems to ensure classes and class rosters are updated in the CMS in a timely fashion.
4. Monitor and respond to CMS support requests involving instructional or technical issues for the Online Education department; diagnose a wide variety of issues either online or in person; create customized screencast videos for users when appropriate; provide Tier 2 support to the Student Helpdesk to resolve functional and complex technical issues.
5. Provide technical and informational support to faculty and student system users; advise faculty on the design of online and web-enabled instructional materials; assist faculty in constructing instructional materials; develop and deliver periodic online and in-person workshops on system features and effective practices in the use of digital tools.
6. Build images and adjust configurations for instructional equipment such as iPads, tablets, laptops and computers; maintain audio/video equipment and specialized software for the Teaching/Technology Innovation Center (TIC) lab; support users of the TIC and its checkout equipment.
7. Develop and maintain detailed technical documentation of systems operations and function­alities; propose and document procedures to achieve high-quality online education systems.
8. Maintain the Teaching/Technology Innovation Center website; upgrade tech­nical compon­ents, as required.

### OTHER DUTIES:

1. Research academic uses of new and emerging technologies; propose hardware and soft­ware purchases; analyze functional requirements for developing systems proposals, speci­fications and recommendations for efficient, cost-effective solutions.
2. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. General operating system architecture, characteristics, capabilities, constraints and commands applicable to an academic technology environment.
2. General principles, practices and methods of systems administration and maintenance, including configuration.
3. Methods and techniques of systems troubleshooting and problem resolution.
4. Web-based technologies and design concepts and techniques, including security protocols and applicable programming languages.
5. General database management systems and software, including architectures, diagnostic tools, commands and utilities.
6. Website usability concepts, such as navigational aids, knowledge management and informa­tion rendering.
7. Principles and practices of sound business communication in a college environment.
8. Multiple methods of delivering instruction to faculty, staff and students.
9. Local, state and federal regulations, including terminology and processes applicable to areas of assigned responsibility.
10. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
11. Applicable copyright rules and regulations.
12. Information security policies and practices.
13. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

### ABILITY TO:

1. Analyze functional requirements for the development of systems proposals, specifications and recommendations for efficient, cost-effective technology solutions.
2. Conceptualize practical and creative technology solutions to meet college and faculty requirements.
3. Plan and complete projects efficiently and in accordance with college quality standards.
4. Develop and conduct effective user training.
5. Communicate clearly and effectively, both orally and in writing.
6. Troubleshoot and resolve hardware, software and web-server problems.
7. Understand and follow written and oral instructions.
8. Work independently with little direction.
9. Use the web for developing and posting instructional materials.
10. Operate a computer and standard business software.
11. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
12. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree in computer science, information systems or a related field, and three years of increasingly responsible experience in the development and administration of systems and web-based technology; 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:**

Project-based lead responsibilities.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, vendors, contractors and the general public.

**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 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 with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; occasional evening, week­end and/or holiday hours required on an as-needed basis.