



## Classification Description

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**Job Title: Director, Learning Technologies**

**Pay Grade: Administrator**

**Job Code: 4004**

**FLSA Status: Exempt**

### **Job Purpose**

This position provides leadership for learning technologies within the Office of Information Technology, ensures efficient and effective design and delivery of online courses for the College, the expansion and use of learning technologies and seeks full utilization of the College's Learning Management System (LMS) through training, integrations, and technical support. This position serves as the manager of eLearning and leads a team of instructional designers, operational staff and student assistants. The Director of Learning Technologies is an advocate for learning technologies and demonstrates a commitment to student success and course development. This is an administrator on annual contract position.

### **General Responsibilities**

#### **Essential Functions**

Provides leadership and oversight for the distance learning team. Supervises, coaches, counsels and evaluates assigned staff. Establishes performance expectations, monitors performance, analyzes key performance indicators, provides coaching and feedback, evaluates performance, and recommends corrective actions. Uses interpersonal skills and makes sound judgments to balance work assignments and escalate issues.

Works collaboratively and effectively with faculty, administration, and CIO to plan, create, evaluate, and support distance learning programs. Articulates research-grounded and data-driven best practices for online course design and pedagogy. Maintains accurate records of development projects.

Ensures the quality of online course design by multiple criteria including student satisfaction and success in achieving course outcomes with alignment to statewide and nationally recognized quality standards. In cooperation with appropriate College leadership, assists with developing and implementing quality improvement initiatives and other administrative directives as requested. Ensures consistency and comparability of courses between the ground, blended, and online modalities.

Ensures distance students and faculty are fully supported in their use of the College's Learning Management System. Administers all ongoing support activities associated with delivering distance courses including orientation to the Learning Management System, onboard support tools, HelpDesk, phone, and walk-in support.

## DIRECTOR, LEARNING TECHNOLOGIES

Seeks to continuously improve distance learning operations. Conducts user satisfaction surveys to inform decisions.

Maintains expertise in the Learning Management System. Collaborates within the areas of IT to implement new features as they are available in the LMS. Partners with vendors to advance technological capabilities and support tools in distance courses.

Ensures that security and privacy requirements are met within distance courses and programs.

Ensures course design policies and procedures are carried out to support ADA compliance and adherence of copyright laws related to educational materials in courses.

Assists the CIO in ensuring departmental and governmental guidelines, and accrediting organization criteria. Stays current with changes in laws, regulations, accreditation requirements, and operating procedures.

Provides accurate and timely documentation to support regulatory compliance and provides training, guidance and direction to ensure understanding and compliance within department staff.

In collaboration with the CIO, assesses and identifies staffing needs within the department and assists in the process of requesting, creating, and recruiting new and vacant positions.

Assists the CIO in the development of annual budgets, prepares and allocates costs within the budget and monitors expenditures.

Performs other duties 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 safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher learning.

Five (5) years of full-time related professional work experience in higher education.

Leadership skills: Ability to build consensus around a vision. Ability to gather inputs and process data to make informed decisions, guide a team, and adapt to change. Ability to protect a team with foresight and planning sufficient support. Ability to build rapport with peer institutions and leverage state initiatives.

Management skills: Demonstrates ability to perceive unique strengths of each staff member and leverage them within a team environment, cultivate a positive and respectful work environment, and wisely set and clearly state expectations.

## DIRECTOR, LEARNING TECHNOLOGIES

Critical thinking skills: Demonstrates excellent judgment and problem-solving skills. Gathers and synthesizes information and consults with others as needed to make wise decisions.

Project management skills: Ability to prioritize, plan, organize, launch, complete, and evaluate a project. Ability to coordinate with all involved parties through clear and frequent communications.

Fluent in use of the College's Learning Management System.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Work in a student-centered environment with a focus on instructional technology and course design.
- Design and develop online courses.
- Use knowledge of diverse instructional design theories and practices, and learning and teaching styles.
- 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 administration, faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- 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.
- Use a personal computer, office software such as MS Office and electronic mail.

### **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.

## DIRECTOR, LEARNING TECHNOLOGIES

- 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.

Environmental: Normal general office.

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

Approved: January 20, 2022.