



Classification Description

Job Title: Instructional Technologist I

Pay Grade: TA010

Job Code: T001

FLSA Status: Non-exempt

Job Purpose

This position works in the Office of Information Technology within the eLearning area. This position provides initiative and direction for the effective use of current and emerging instructional technologies, Learning Management System (LMS) support, collaboration software, and multimedia tools for both in-person and online course offerings. The Instructional Technologist I assists in administrative processes related to development and delivery of online courses and supports faculty in their use of the LMS.

General Responsibilities

Essential Functions

Supports faculty and students in their use of the LMS. Provides technical support to LMS users by responding to generic LMS-related emails, helpdesk tickets, phone support and walk-in requests.

Collaborates with instructional designers to develop and produce media elements and other content for courses and assigned projects. Advises on production issues, including content acquisition, multimedia authoring, animation, graphics, video and audio.

Listens and responds to faculty needs regarding instructional technology in order to identify appropriate hardware, software, and training options. Collaborates with others in the eLearning, Information Technology, Teaching and Learning Center (TLC) and Adaptive Services Department.

Collaborates with eLearning and TLC staff to develop and conduct group or individual training sessions as required and as new products and technologies are implemented. Works with faculty to gain an understanding of the course objectives and outcomes to recommend appropriate media and/or technologies.

Assists faculty and staff with options for presenting instructional materials or presentations using a variety of software applications including, but not limited to, Camtasia, Kaltura, Photoshop, podcasting, videoconferencing, digital cameras and audio/video editing software.

Remains current on ongoing developments, trends, and issues in instructional technology as it relates to online learning.

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Assists in ADA compliance tasks including transcription and captioning.

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

A Bachelor's degree from a regionally accredited institution of higher education.

One (1) year professional full-time related work experience. Appropriate combination of education and experience may be substituted.

Demonstrated experience or ability to utilize applications such as:

- Microsoft Office.
- Articulate Studio, SoftChalk, OfficeMix (or other interactive design software).
- Adobe Photoshop (or other graphics design software).
- Camtasia (or other screen recording software applications).
- Instructure Canvas (or other learning management systems).
- Adobe Connect (or other videoconferencing platform).

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

Demonstrated ability to:

- 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.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- 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 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.

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- 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.

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.
- 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: September 26, 2017. Revised: April 16, 2018, October 8, 2018, May 6, 2021(r), and March 22, 2022.