



Classification Description

Job Title: Instructional Designer I

Pay Grade: TC020

Job Code: T024

FLSA Status: Exempt

Job Purpose

The Instructional Designer I work is performed in FSW's Learning Technologies Department within the Office of Information Technology. This position is responsible for designing and maintaining instructional content for use in online or blended courses and training materials for faculty, staff and students. The Instructional Designer I also requires fluency in the Canvas learning management system (LMS) or similar, and performs tasks for the Learning Technologies Team as needed.

General Responsibilities

Essential Functions

General

Designs and produces online course content including interactive elements, multimedia, original graphics, engaging activities, assignment objectives, test banks and assessments using Articulate Rise, Articulate Storyline, Adobe Creative Suite, and Microsoft Office products.

Promotes instructional design best practices when working with faculty in the development of online, blended, and face-to-face courses and course materials. Recommends and implements strategies and appropriate technologies for traditional and non-traditional learners.

Utilizes department-approved course templates to create and maintain master courses in the Canvas LMS, and archives course resources on division servers using established guidelines.

Troubleshoots issues related to instructional design and the Canvas LMS. Designs and implements support materials for Canvas LMS users.

Creates, leads, or facilitates workshops, webinars and other Learning Technologies initiatives related to instructional design best practices, Canvas LMS, and online pedagogy.

Complies with and remains current with ADA regulations (Section 508A, WCAG), Copyright, and Creative Commons for online and blended learning environments. Knowledge of Fair Use and the TEACH Act.

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Conducts course quality reviews and provides feedback to improve online courses prior to release. Performs course audits using both the Quality Matters rubric and other measures to ensure FSW's online course quality standards are being met.

Remains current with instructional design related to online learning, emerging technologies, and pedagogy by participating in professional development activities.

Performs other departmental duties and responsibilities, 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.

Specialized Support Area Functions – May support one or a combination of the following areas:

Quality Assurance

Serves as FSW's Quality Matters Coordinator. Approves and manages registration of faculty and staff in Quality Matters professional development sessions. Maintains accurate records of FSW faculty and staff that hold certifications to serve in Quality Matters roles.

Manages and coordinates peer reviews of online and blended courses using the Quality Matters (QM) Course Review Management System. Identifies and recruits eligible QM course reviewers, and collaborates with faculty course developers and instructional designers throughout the application and revision process. Ensures accurate records in the QM Course Review Management System.

Evaluates course review data using Quality Matters reports to ensure that FSW Online courses consistently meet expected standards.

Faculty and Staff Professional Development, Training, and Certification

Manages and coordinates professional development training for faculty and staff in the delivery, creation, and evaluation of online and blended courses. Responsible for tracking, reporting and retaining accurate documentation of employee certification records.

Oversees the instructional design and development of FSW Online related certification courses. Collaborates with faculty on content development for faculty and student online course support resources at FSW.

Responsible for submitting and tracking faculty stipends related to online course training and professional development.

Identifies online course standards that are not consistently met and collaborate to create related professional development.

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Supports non-academic departments, such as Human Resources and the Corporate Training Center, in the development of employee training courses.

Knowledge, Skills and Abilities

Minimum Qualifications

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

One (1) year of full-time related work experience in higher education or instructional design.

Ability to work flexible hours in order to provide effective coverage.

Possess a strong background in curriculum and course development, distance learning technologies, and learning management systems.

Knowledge of ADA compliance and other legal guidelines related to online learning, such as the TEACH act.

Experience with a variety of operating systems, applications, and multimedia applications.

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

Demonstrated ability to:

- Fluently use software such as Adobe Creative Suite, Camtasia, Articulate 360, and Respondus.
- Provide instructional design expertise and pedagogical strategy in the development of online course content.
- Research and advise in both current practices and emerging trends in distance education.
- Comply with copyright laws and Creative Commons attributions in relation to online courses and course materials.
- 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 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.

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- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- 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: March 10, 2022. Revised: March 28, 2023 and October 23, 2023.