POSITION DESCRIPTION

TITLE: **Instructional Technologist - (Exempt)**

Collective Bargaining - Eligible
Based on the duties and responsibilities as described in this position description, it has been determined that the incumbent is eligible to participate in collective bargaining.

JOB SUMMARY:

This position reports to the Director of Instructional Systems and Support in the Office of Information Technology (OIT) and is responsible for providing administrative and instructional support for the College's Learning Management System (Blackboard), Lecture Capture System (Kaltura), Web Conferencing System (Zoom), and Instructional Evaluation System (IOTA Solutions); developing group training programs for the College community; assisting in the creation, maintenance and growth of web-based resources and tutorials about best practices and troubleshooting in the use of information technology; and supporting innovative teaching practices that integrate digital technologies into classroom and online learning environments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. 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 the position.)

- Responsible for following the policies and procedure as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.

- Facilitates the use of digital tools and methods in teaching, learning, and research via expert consulting, support, and direct implementation.

- Provides instructional support and training for faculty, staff and students in the design, development, and integration of technology and/or online learning into the curriculum.

- Assists in assessing the effectiveness of integrating technology into teaching and learning.

- Continuously researches and evaluates trends in instructional design theory, educational technology practices, and emerging instructional software applications.

- Provides administrative and instructional support for the College's Learning Management System (Blackboard), including the development of training, content analysis, design, development, assessment, and identification of learning goals and objectives. Manages and tests system updates and upgrades.

- Manages the administration and delivery of course evaluations at the end of each semester.

- Works with the Digital Media Specialist to develop and maintain web-based resources and tutorials providing self-service assistance for individuals using educational technologies provided by the College.

- Designs and provides training to facilitate the effective use of software applications on campus, including Adobe and Microsoft Applications.

- Provides administrative and instructional support for the Kaltura Lecture Capture and Media server.

- Gathers intelligence on emerging instructional technologies and methods through networking and environmental scanning.

- Provides administrative and instructional support for Zoom Web conferencing.

- Provides instructional technical advice on the use of current instructional technologies, including computer-based training, desktop videoconferencing, multimedia, and distance learning technologies.

- Develops criteria for successful technology adoption and usage in consultation with the Director of Instructional Systems and Support.

- Networks with innovative users and early adopters, both inside and outside the College, so that their innovative applications and lessons learned can be disseminated to others.

- Collaborates with faculty and staff who provide support for educational technology, digital tools and methods, and related services; acts as liaison to help faculty locate and make use of other groups and services as needed.

MINIMUM QUALIFICATIONS:

- Education: Bachelor's and/or Master's degree in Instructional/Educational Technology, Educational, Information Technology, Computer Science, or related field required.

- Experience: One to three years of educational experience in the support and development of effective uses of technology in teaching and learning.

- Experience with course management systems, Blackboard experience is preferred.

- Experience and/or formal training in instructional design methodology is preferred.

- Experience in complex problem-solving where technological solutions are matched with instructional goals and challenges.

- Experience in providing professionals high-level technical support with a customer service orientation.

- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

- Strong verbal, written, analytical, and interpersonal skills.

- SKILLS: Learning strategies, instructing, critical thinking, active listening, judgment and decision-making, monitoring, complex problem solving, service orientation, systems analysis, social perceptiveness, management of personnel resources, persuasion, and time management.

- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.