SIERRA COLLEGE

Job Description

JOB TITLE: DISTANCE LEARNING SUPPORT SPECIALIST

PAY GRADE: CL 22

LAST REVISED: 07/01/15

*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 within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under direction from an assigned Dean or program coordinator, provides administrative and technical support to the Distance Learning (DL) program; provides technical support to students and faculty in using the course management system; provides specialized design, development and maintenance of interactive web tutorial programs for students and faculty and DL publications; and performs a variety of tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides support to District's DL and Instructional Technology program; assists in the development and implementation of program policies and procedures; takes independent action to respond to and/or resolve issues as they arise; responds to inquiries regarding departmental operations.

2. Processes student data upload files for course management accounts; imports user data into course management online learning system; researches and resolves upload errors such as course ID discrepancies and student account information.

3. Administers site settings and user accounts for iTunes U in addition to creating course shells for instructors; supports the functionality of the course management system for the online program.

4. Researches program compatibility with course management system; locates patches, drivers and plug ins through application websites.

5. Provides one-on-one training to students and faculty on proper usage of the course management system; provides group training to students as needed; creates interactive online student and faculty tutorials and assessments for web access using specialized multimedia and programming software.

6. Serves as first point of contact for students and provides information and assistance for DL courses; troubleshoots student technical problems and alerts instructors and other DL staff to student difficulties; answers student questions and guides students through the operation of course management systems.

7. Distributes course schedules to various departments; coordinates use of faculty training rooms and electronic classrooms.

8. Creates and updates graphics for use on televised public service announcement bulletin boards; works with non-profit or other related clients to create public service announcements following state and federal regulations for public access cable channels.

9. Creates, updates and maintains DL website; ensures compliance with federal and state regulations; tests compatibility with various browsers.

10. Responds to online and cable TV inquiries from faculty, staff, administrators, students, and others in a courteous manner; assists faculty with creating videos to be used in online instructional settings; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

11. Implements, administers and maintains web-based multi-media, including audio/video streaming software tools and other related media devices.

12. Converts analog video to digital video for instructional purposes and transfers and duplicates media as necessary.

13. Coordinates and programs the play back of local community productions as required by contracts with local cable companies.

14. Installs, configures and maintains specialized software and peripherals that support department projects; tests programs to ensure compatibility with current operating environment; configures software to communicate with peripheral equipment; performs repair and maintenance of electronic media equipment.

15. Researches and purchases assigned materials and supplies; inventories existing supplies and materials; determines future needs; discusses new products or special needs with vendors; prepares and submits requisitions for approval; works with District staff to obtain materials and supplies; maintains expenditure records and prepare reports.

16. Trains, assigns, schedules, prioritizes workload and supervises work performance, retention or dismissal of student and other temporary help; orients newly assigned staff members to facilities, use of equipment, policies and procedures.

17. Maintains an organized and professional office environment; maintains up-to-date and accurate files of project and publication documents and records; creates specialized queries and reports as needed

18. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Operations and services of a community college distance learning program.
Various computer operating systems, hardware and peripheral equipment.
Operations of various multimedia equipment such as video cameras and related computer programs.
Professional media and communications standards.
Operational characteristics of multimedia equipment used in the area of assignment.
Multimedia equipment troubleshooting and minor repair techniques and procedures.
Principles and practices of training and providing work direction to others.
Methods and techniques of proper phone etiquette.
Methods and techniques of public relations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles and procedures of record keeping and filing.
Pertinent federal, state, and local codes, laws, and regulations.
English usage, spelling, grammar, and punctuation.

Ability to:

Learn the course management online system user functions and operations.

Provide effective training to students and faculty in the use of the course management system for distance learning.

Receive, respond to and resolve requests and inquiries from students and faculty regarding distance learning program functions.

Research technical databases to find solutions to common computer issues.

Troubleshoot various computer compatibility issues with the course management system.

Effectively create and modify interactive tutorials, assessments, and publications for the DL program.

Apply desktop publishing and word processing to import, export, and manipulate text, graphic, photographic, and other files in various software programs.

Organize and coordinate multimedia activities and ensure optimum use of equipment and facilities.

Operate a variety of equipment involved in multimedia productions.

Train and provide work direction to other staff and students.

Education and Experience Guidelines: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in computer science, information systems, multimedia or a related field.

Experience:

Two years of increasingly responsible technical experience troubleshooting in support of a college on line distance learning program.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.