



## Job Description

**JOB TITLE:** DISTANCE LEARNING TECHNICIAN  
**PAY GRADE:** CL 17  
**LAST REVISED:** 05/10/2016

*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 general supervision and direction, provides support and assistance for the Distance Learning team; clerical support functions for the faculty coordinator; and performs a variety of duties relative to assigned area of responsibility, as directed.

**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 wide-ranging support for the Distance Learning (DL) team, including assistance to the DL staff for supporting Canvas and assistance with video production and captioning, as requested.
2. Assists DL team with a variety of faculty technology projects, as requested. Examples might include: converting DVD to streaming media and supporting role duties for video shoots.
3. Performs a variety of clerical support functions for the Faculty Coordinator of Distance Learning; prepares material for bi-monthly meetings of the DLIT committee; composes general office correspondence and performs other clerical services of a routine nature including filing, data entry, processing of department mail, answering telephone and completing forms.
4. Coordinates clerical tasks with the AA for the LRC, in support of the needs of the Distance Learning Department.
5. As requested, assists with maintenance and cleaning of department technology equipment and other Distance Learning materials.
6. Maintains current knowledge of Distance Learning programs, services, policies and procedures.
7. As directed, may train and provide work direction to assigned student workers and temporary help.
8. Performs related duties as assigned.

**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:**

- Basic understanding related to supporting faculty in their use of technology in teaching;
- Basic level knowledge related to multimedia production;
- Knowledge of the principles of care and maintenance of Distance Learning equipment;
- English usage, grammar, spelling, punctuation, and vocabulary;
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases and applicable software applications related to academic/instructional computing support and Canvas.

**Ability to:**

- Adapt to constantly changing technology support needs;
- Quickly learn new technologies and have a forward-thinking attitude;
- Provide pro-active customer support;
- Provide routine campus support for Canvas, as needed;
- Provide clerical support functions for the Distance Learning Department, compose general office correspondence and take minutes at meetings;
- Work collaboratively with the Distance Learning team;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Be flexible in daily assignments, which may change from day to day;
- Communicate clearly and concisely, both orally and in writing.

**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:**

Completion of High School and some higher education coursework.

**Experience:**

One year of experience with audio and video production or some aspect of technology support.

**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.