

JOB TITLE: Distance Learning Technician
PAY GRADE: CL 17
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides support and assistance for the Distance Learning (DL) Department, including, but not limited to, captioning services, online course review process, and technology tool usage and training; and facilitates accessibility functions for Distance Learning.

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. Coordinates captioning services, including creation of captioning files, monitoring of captioning budget, communication with captioning vendors, and converting digital media to streaming.
2. Assists with the Online Course Review Process (Effective Practices and Accessibility), provides one-on-one assistance to faculty in preparation of their accessibility reviews; conducts accessibility course reviews utilizing current technology tools.
3. Creates training videos; edits existing content; uploads videos to hosting services.
4. Sets up, maintains, and demonstrates the operation of computer interfaces, peripherals, and related software for instruction; maintains department databases; troubleshoots hardware and operations problems; responds to computer system emergency situations and assists faculty with troubleshooting issues, including service interruptions, system failures, and damaged media and hardware.
5. Provides support for DL, including assisting with the Learning Management System (LMS), utilizing technology tools for online instruction, and arranging for technology needed to deliver DL curriculum.
6. Hosts live online virtual access hours to provide technical support for online learning, the LMS, other technical questions or issues; provides technical assistance and individualized training to faculty, staff, and students; provides information and assistance on DL procedures and best practices; serves as liaison between students, faculty, and staff with technical difficulties.
7. Performs a variety of administrative support functions for Distance Learning; prepares material for monthly meetings of the Distance Learning and Information Technology (DLIT) committee.
8. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees with accessibility and captioning assignments.
9. Performs related duties that support the overall objective of the position.

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:

- Methods, processes, procedures, and best practices for Distance Learning, including Learning Management Systems (LMS), technology training, multimedia technology and production, and equipment care and maintenance.
- Federal, state, and local laws and regulations regarding copyrights, trademarks, licensing, and communicating with students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Methods and techniques of public relations.
- Principles and procedures of record keeping and filing.
- English usage, grammar, spelling, punctuation, and vocabulary, including proofreading and formatting techniques.

Ability to:

- Provide technical expertise, training, and support for Distance Learning and LMS.
- Provide clerical support functions.
- Take and transcribe minutes and notes from meetings.
- Plan and organize work to meet changing priorities and deadlines.
- Maintain confidentiality of information.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including specialized programs and equipment used in distance learning and Learning Management Systems (LMS).
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently or collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by college level coursework in instructional technology, multimedia production, or a technology related discipline.

Experience

- One year of experience with providing technology or distance learning 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 or classroom 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.

Board Approval: July 15, 2025