

DEPARTMENT: NIAGARA COUNTY COMMUNITY COLLEGE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 19, 2014

E-LEARNING TECHNOLOGY SUPPORT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing support services to college faculty for instructional technology. The incumbent provides instructional design support to faculty developing college-level online and hybrid format classes and trains and supports faculty and staff in the use of a campus wide Learning Management System (LMS). The work is performed under the direct supervision of the Coordinator of Distance Learning with leeway allowed to exercise independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides instructional design support and consultation to faculty developing college level online and hybrid format courses;
2. Trains faculty and staff in the use of a campus wide Learning Management System;
3. Provides technical assistance to implement, support, and/or evaluate educational technology programs including the campus wide LMS, Web 2.0 tools, and other software and technologies used by faculty developing web-enhanced, blended, and online courses;
4. Identifies, organizes, and conducts educational technology training for faculty and staff for eLearning through one-on-one sessions, workshops, or electronic/digital delivery;
5. Delivers eLearning training sessions in-person and online using web conferencing tools;
6. Develops and maintains training and support documentation and an online library of screencast how-to videos that include tips, best practices for teaching online, and for using the LMS;
7. Previews and learns new eLearning technologies on the web and mobile applications and stays abreast of current applications and pedagogical requirements of eLearning instruction;
8. Assists faculty in the use of Web 2.0 tools and mobile applications for use in online and hybrid courses;
9. Coordinates the online and hybrid course quality review project and assists with course reviews to ensure eLearning courses meet quality standards;
10. Serves as a member of the SUNY Learning Network ID team and participates in related activities, professional development, webinars, conference calls, and conferences;
11. Refers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate specialist;
12. Uses a personal computer for word processing, spreadsheets, and changing documents/forms using existing software;
13. Creates and maintains a variety of records and reports relative to the work performed as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of Web 2.0 and Learning Management Systems and how they can be used in a college setting; good knowledge of modern methods used in web-based educational technology and how it can be applied to college-level online and hybrid courses; good knowledge of modern computer applications, software, and peripheral equipment used in a college setting; working knowledge of the goals and objectives of college faculty and staff; working knowledge of modern training methods; computer skills; ability to operate a computer, modern software and web applications at an acceptable rate of speed and accuracy; ability to plan, develop and maintain web-based educational technology tools; ability to train others; ability to understand and interpret complex verbal instructions and/or written directions; ability to analyze and organize data and prepare records and reports; ability to manage multiple assignments and priorities; ability to perform close, detail work involving considerable visual effort and concentration; ability to communicate effectively both verbally and in writing; ability to establish and maintain effective working relationships with college faculty and staff; initiative; tact; resourcefulness; sound professional judgment; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in Educational Technology, Instructional Technology, Information Technology, Education, Educational Computing, Instructional Design, Digital Media, or a degree with a concentration in Technology and Training, **and** two (2) years paid experience in all of the following: training personnel in the application of technology in instruction; Web 2.0 applications within an instructional setting; content creation in Blackboard Learn LMS 9.1 or higher; creation of online content that meets web accessibility standards for ADA compliance; using mobile technologies in an educational setting; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Educational Technology, Instructional Technology, Information Technology, Education, Educational Computing, Instructional Design, Digital Media, or a degree with a concentration in Technology and Training, **and** four (4) years paid experience in all of the following: training personnel in the application of technology in instruction; Web 2.0 applications within an instructional setting; content creation in Blackboard Learn LMS 9.1 or higher; creation of online content that meets web accessibility standards for ADA compliance; using mobile technologies in an educational setting.

NOTE: Paid part-time experience will be pro-rated towards meeting the qualifications.