Coordinator, VCT

FLSA Status: Exempt
Pay Grade: 14
Job Title ID: 171000
Job Series/Job Family: College Support Systems & ISD Relations Series / Virtual College Family (Grant funded)

Reports To

Director, Virtual College of Texas

Job Purpose

To assist Director in administering and operationally supporting a statewide collaborative of Texas' 50 community college districts and the Texas State Technical College system, which inter-institutionally share distance learning resources, including instruction, administration, technology, and student services.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Following a cyclical calendar, takes critical administrative actions at the VCT website; notifies member college contacts of actions required of them; monitors college responses; and takes follow-up action as needed.
2. Orients colleges' new VCT coordinators, instructors and administrators regarding VCT administrative policies and procedures. Addresses via phone and email ad hoc requests for explanations and clarifications.
3. Coordinates, oversees, and maintains VCT website; updates website content and links; provides recommendations regarding navigation, usability, accessibility. Updates and maintains website pages of Texas Association of Community Colleges, as requested.
4. Provides technical assistance to VCT coordinators, college instructors, registrars, and other college personnel regarding use of the VCT website and its numerous custom-programmed web applications; grants appropriate user permissions for website access. Provides user support for other VCT-developed software.
5. Receives user-reported website problems, troubleshoots them, and determines if the cause is user error or program malfunction. Works one-on-one to resolve user errors; reports program malfunctions to programmer and tests fixes to ensure problems have been appropriately resolved.
6. Works closely with contract programmer to test and debug custom-programmed web applications.
7. Manages multiple VCT listservs and mail lists.
8. Collects faculty credentials from colleges and uploads them to an online, electronic document system; ensures credentials in the system are current; arranges access to credentials for college-designated users; provides user technical support via phone and email.
9. Makes detailed arrangements for VCT meetings and events, inlcuding contracts with hotels, caterers, and other service providers including equipment, Internet access, and audio conference/telephone access.
10. Develops online surveys with special survey-development software; coordinates and manages annual Institutional Evaluation of VCT and fall and spring Evaluation of Instruction and Services completed by students statewide; ensures that compiled results of instruction and services evaluations are accessible at the VCT website and all instructors teaching courses offered through VCT are notified.
11. Writes comprehensive user instructions for custom-programmed web applications; drafts meeting reports based upon notes taken.
12. Performs complex computer activities using word processing, spreadsheets, presentation and survey development software. Designs and produces handouts, newsletters, brochures, presentation slides, or other

documents, as needed.
13. Serves as liaison between VCT office and ACC Business Office, Purchasing, Institutional Effectiveness, Document Management, and other offices.
14. Manages receipt and payment of all VCT expenses, via ACC purchasing software, including vendor and service provider invoices and staff and non-staff travel.
15. Maintains precise, current record of VCT operational expenses on spreadsheet by budget subcodes.
16. Establishes and maintains files, logs, and other tracking systems for various initiatives and events.
17. May oversee work of hourly employees.
18. Prepares requisitions for supplies and equipment.
19. Makes staff and non-staff travel arrangements and completes travel and reimbursement requests.
20. May assist and coordinate special projects.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- College operations, organization, policies, and procedures.
- Records retention, preservation, and recording.
- Office management processes and procedures.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills, including the use of tact, diplomacy and confidentiality.
- Effectively using organizational and planning skills, including the use of intense attention to detail and follow through.
- Exercising independent judgment.
- Working with others in a collaborative manner.
- Compiling and organizing complex materials, summarizing discussions and actions taken in report form.
- Providing clear instructions regarding computer-based processes and transactions both orally and in writing.
- Analyzing situations quickly and accurately and adopting an effective course of action.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships in a virtual environment through use of telephone, email, listservs, and other web-based tools as appropriate.

Computer Skills

Required

- Demonstrated proficiency using advanced office software applications (Word, Outlook, Excel), publishing and presentation software such as DreamWeaver, SmartDraw, and/or Power Point, and social media.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Two years of related work experience.

Preferred

- Experience working in virtual environments with geographically dispersed constituencies, such as distance learning. Experience working with collaboratives or consortia. Employs a systems approach in organizing work.
- Four or more years related work experience of administrative work in executive level environment.

Education

Required

- Bachelor's degree.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.