

Specialist, Distance Learning Support Services

FLSA Status: Non-Exempt

Pay Grade: 13

Job Title ID: 18054

Job Series/Job Family: Instructional Technology Series / Distance Learning Family

Reports To

Director, Distance Learning

Job Purpose

To develop and deliver support services for Distance Learning faculty and students; maintains the Distance Learning Helpdesk and website.

Description of Duties and Tasks

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

Required

1. Develops and provides information to the public, students, and faculty regarding Distance Learning (DL) programs, services and technologies; updates and maintains information through the use of the DL help line, email, web site, alpha/text electronic bulletin board, and automated call-out system.
2. Serves as liaison for DL faculty, staff, and students seeking access to College support services within or outside the ACC services area.
3. Develops, maintains, and evaluates the operations and functions of the DL Helpdesk and acts as first point of contact for DL support services; coordinates DL Helpdesk functions with the ACC's College-wide Helpdesk.
4. Develops and maintains databases, online forms, web resources, and other electronic modes of information; maintains and updates the DL web site.
5. Assists in the development, production, and evaluation of support materials for DL students in collaboration with departments providing distributed learning delivery technologies, including online course delivery, streaming media, and instructional television.
6. Serves on College-wide student support services and technology-related committees as appropriate.
7. Assists the Director of Distance Learning with the development of marketing activities and promotional materials for DL activities and courses.

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

- E-mail and file transfer protocols, HTML, and web page structure.
- Current Distance Learning technologies.
- Instructional technology system development and implementation principles.

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

- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills, including attention to detail and follow-through.
- Reviewing and preparing narrative and statistical reports and records.

- Developing and maintaining websites.
- Maintaining an established work schedule.
- Establishing and maintaining effective working relationships
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications, and website development software.

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 work experience in customer Help Desk activities and one year work experience in web development and maintenance.

Education

Required

- Bachelor's degree in related field.

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.