Job Description/Title: Technology Resource Specialist → Online Instructional Technology Specialist
Approved, Bargaining Unit President: 2/11/2014
Approved, MPC Associate Dean, Human Resources: 2/11/2014

MONTEREY PENINSULA COLLEGE

ONLINE INSTRUCTIONAL TECHNOLOGY SPECIALIST

JOB SUMMARY
Under the direction of the Associate Dean of Instructional Technology, provide instructional technology training and support for faculty campus-wide as well as technical training to classified staff and administrators within a broad framework of standard policies and procedures.

EXAMPLES OF FUNCTIONS
Essential Functions
Provide technical orientation about e-mail, web page, telephone messaging, etc. to new fulltime and adjunct faculty; assist in preparing and presenting materials used for new adjunct faculty orientation.

Serve as an instructional technology resource for faculty which may include providing workshops and one-on-one help; train faculty and staff in the use instructional technologies.

Respond to and follows through on faculty and staff requests/inquiries related to instructional and/or presentation technology.

Facilitate the use of presentation technology in campus-wide forums as requested.

Create multimedia productions including the shooting of video, development/selecting graphics, designing the interface and producing the finished product.

Maintain the Instructional Technology lab software and hardware.

Keep current in and test new software for applicability to MPC needs; stay proficient in specialized software for online teaching and learning.

Manage the operation of the learning management system and service as the campus help-desk person for students and faculty using the online program; troubleshoot problems with the online courses and train faculty in the use of the program; maintain competency in the software as new versions are released and update the faculty.

Orient MPC faculty and students in the use the campus learning management system when requested.

Serve as an advisor for the equipment selection and design for multimedia classrooms; contract for the installation as requested; facilitate vendor quotes.

Serve as technical back-up support to multimedia classrooms when local help is not available.

Maintain an equipment inventory of the multimedia classrooms.

Other Duties
Perform other related duties as assigned.

Participate on committees as assigned.

EMPLOYMENT STANDARDS
<u>Education and Experience</u>
Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed herein. For example, completion of college coursework in instructional technology, computer skills, education, or a related field; plus three years of experience as a technician in network and personal computer support, or in working with computer applications for education and instruction.

<u>Knowledge</u>
Knowledge of: Instructional technology software, operating systems and hardware, both for development of materials and their presentation; standard campus software; configuring media systems.; innovative teaching methods; web page development and online course development methods and software.

<u>Abilities</u>
Ability to: analyze technological/methodological problems and implement or recommend solutions; priotize tasks and do several tasks simultaneously; accurately and efficiently install new software; quickly learn the software in detail; teach the use of the software to others; write software documentation as needed; listen effectively; display expert and innovative use of hardware and software concepts and principles; apply specialized knowledge in instructional delivery systems; analyze system behavior and quickly and correctly interpret and resolve complex computer problems; write reports and memos as needed; use appropriate an correct English grammar, punctuation and spelling communicate effectively in both oral and written form; establish and maintain effective working relationships; demonstrate and understanding of, sensitivity to and appreciation for the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT
Primarily an indoor working environment in multiple locations. Moderate physical effort. May require stooping, bending, kneeling, periodic handling of objects up to   50 pounds, crawling and walking. Requires dexterity to wire and configure computer, media systems and peripherals.