Position: Instructional Technologist	Position Number:
Department/Site:	FLSA: Non-Exempt
Reports to/Evaluated by:	Salary Grade: 121

Summary

Develops, and delivers technology training resources, services, and activities to faculty and staff. Identifies on-going technology training needs and develops programs and materials to meet these needs. Provides Faculty support for personal computer and district workstations.

Distinguishing Career Features

The Instructional Technologist is considered part of a distance learning and/or Information Technology career ladder, providing support to the Distance Education office.   The Instructional Technology trainer requires a demonstrated ability to design and deliver training in the use of desktop productivity software, multimedia, and special programs used to support education in 'live' classrooms.

Essential Duties and Responsibilities

- Provides assistance to faculty and staff on information technology training needs. Conducts learning/training needs analyses, working with stakeholders to develop learning solutions.

- Provides training to faculty and staff on using computers, multimedia, and software programs and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.

- Works closely with faculty, staff and other experts to research, develop, coordinate, and implement technology training programs to improve faculty and other staff skills.

- Develops training materials for software applications. Evaluate and revamp training materials as appropriate to meet changing technology and faculty needs.

- Conducts training on software applications. Coordinates and provides special services for instructors, including 'walk-in' assistance on computer and multimedia equipment and peripherals.

- Supports training activities by writing and/or maintaining instructional/training materials, helpful tips.

- Responds to 'help desk' questions/tickets and works with Information Technology staff to resolve broadcast issues.

- Maintains current knowledge of advances in instructional technology. Evaluates and recommends multimedia software.

- Performs other related duties that support the overall objective of the position.

Qualifications

Approved by CSEA 11-19-14

- **Knowledge and Skills**

  Requires specialized knowledge of adult learning methods techniques for computer mediated learning. The position requires in-depth technical knowledge of web-based computer operations, including the relationship and links to various multimedia components, business and education support software, and terminology. Requires a working knowledge of Windows and Macintosh operating systems, desktop productivity and multimedia applications, and cross platform issues with application software. Requires knowledge of the uses of new technologies such as web site development, multimedia tools (PhotoShop, PowerPoint), courseware authoring tools, and other instructional technology. Requires business math skills sufficient to prepare cost estimates. Requires knowledge of English language sufficient to write clear, succinct, step-by-step instructions and explanations. Requires sufficient human relations skill to deliver in-service education to small groups and individuals and to explain technical concepts to non-technical staff.

- **Abilities**

  Requires the ability to evaluate, design and produce clear training materials, web-based help and training, multimedia demonstrations, and documentation. Requires the ability to organize and coordinate the delivery of training. Requires the ability to deliver in-service instruction to groups with varying degrees of knowledge and skill. Requires the ability to express course goals with imaginative application of technology to existing materials and structures. Requires the ability to convey concepts in writing and orally to individuals and/or groups of diverse backgrounds. Requires the ability to work in a changing environment and manage multiple priorities. Requires the ability to provide workstation and network troubleshooting. Requires the ability to work cooperatively and productively with others.

- **Physical Abilities**

  Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to setup and demonstrate equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to project voice to a group, hear questions and prompts, and carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 40 lbs.) on an occasional basis

- **Education and Experience**

  The position typically requires two years of concurrent experience in a teaching or instructional technology environment conducting training and preparing training materials. An Associate's degree and four years of experience may be accepted.

- **Licenses and Certificates**

  May require a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.