Position Summary:

The Instructional Technology Training Specialist reports to the Assistant Director of the Center for Distributed Learning and provides instructional technology training, professional development, and instructional technology-related support for faculty, staff, and students. The position supports the Learning Management System (LMS) system maintenance, updates, and upgrades and maintains the faculty technology lab.

Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Support the Assistant Director in collaborating with faculty, subject-matter experts, and other College stakeholders to create materials and related deliverables associated with the design and delivery of online, hybrid, and web-enhanced face-to-face courses.
2. Develop, communicate, schedule, and deliver technical training and professional development sessions related to the College learning management system and other instructional technologies.
3. Use a range of multimedia software to develop instructional web and media-based interactive learning objects (tutorials, demos, training modules), print, and/or web-based training materials and user documentation for online, hybrid, and face-to-face courses.
4. Support the development of the instructional technological competence of the faculty in various learning environments.
5. Conduct research to identify potential applications for new and emerging instructional technologies.
6. Monitor faculty completion of required and volunteer instructional technology training and professional development.
7. Support the Assistant Director with LMS maintenance, updates, and upgrades.
8. Support instructional design projects as appropriate.
9. Maintain the faculty technology lab.
10. Serve as liaison for collegewide committees.
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11. Support the Assistant Director and faculty in troubleshooting learning management and instructional technology issues.
12. Collaborate with IT Team on training and LMS support.
13. Provide on-call support for LMS application-level issues.
14. Performs other duties as assigned.

Required Minimum Qualifications:

1. Bachelor’s degree
2. Two years of experience providing technology training
3. Experience working in an education setting
4. Experience with a Learning Management System

Desired Qualifications:

1. Teaching experience in Higher Education
2. Graduate study in education, instructional design, or an academic discipline
3. Experience in designing and delivering instructional technology training and professional development
4. Experience using instructional design principles, online course development standards and procedures, and educational applications of social media and other innovative technologies
5. Experience using standard learning technologies including educational web and media-based technologies (e.g., Interactive Classroom technologies, Flash Professional, Camtasia, Googledocs, Adobe Creative Suite, HTML, HTML5, and JavaScript)
6. Experience troubleshooting hardware and software issues
7. Experience providing LMS (preferably Blackboard) support for faculty and students
8. Experience using Microsoft Office applications
9. Ability to learn hardware/software programs with minimal support
10. Experience managing multiple projects effectively
11. Ability to communicate effectively with faculty and staff from diverse professional and academic disciplines with varying degrees of technological competence
12. Demonstrated ability to use varying styles, approaches, skills, and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multicultural workplace
13. Effective oral and written communication skills
14. Effective customer service skills

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.