IT INSTRUCTIONAL/CLASSROOM SUPPORT PROFESSIONAL

*[May also apply to exempt SHRA positions in the Technology Support branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Provides advanced customer support for the central learning management system (Sakai) of the University, including all supported third-party services.
* Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing) and delivery of e‐Learning Systems.
* Initial point of contact for classroom support requests.
* Troubleshoots enrollment, performance and access issues, and advises IT staff on recommendations and support issues.
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| Project Management | * Plans, designs, analyzes and installs instructional systems in classrooms or teaching lab spaces based on department instructional needs.
* Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
* Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
* Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
* Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
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| Quality Control & Reporting | * Researches and tests Learning Management Systems (LMS) and classroom technology features to ensure the system works as expected and documentation is up-to-date during system upgrades.
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| Consultation | * Provides specific technical expertise to faculty, staff, and students in areas such as instructional operations and e‐Learning services.
* Consults with faculty and program staff to develop and maintain online and technology-enhanced courses. Assists in the creation, production, and incorporation of technically advanced instructional course material.
* Assists faculty in leveraging online collaborative tools (e.g. Skype, Sakai, Dropbox, GoogleDocs, etc.) for instruction and scholarly research.
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| Training &Communication | * Designs and/or modifies new or existing training materials as required.
* Creates video tutorials and written documentation on effective uses of instructional technologies and productivity software applications.
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| Supervision/Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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\*When employees in these existing, filled positions have elected to remain SHRA