

DISTANCE EDUCATION SERVICES SPECIALIST

CLASS SUMMARY

Under general supervision and direction, assists in planning, organizing, and facilitating the operations of the Distance Education department; provides responsible support involving the coordination of diverse functions into a cohesive program/service; required to exercise high degree of independent judgment; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Consults with faculty and staff to develop accessible instructional materials into effective presentation incorporating appropriate principles of instructional design and ADA compliance; collaborates with faculty and staff to identify target audience training needs to assist in the creation of engaging learning activities and compelling course content; assists in establishing procedures and guidelines for distance education access ,delivery, and best practice standards to maintaining an accessible online environment; coordinates and facilitates activities; assists administration and faculty in delivery of instruction using electronic equipment; trains district faculty and staff in operation and use of learning management systems and distance education multimedia laboratory/instructional design center; assists in developing, implementing, and training faculty and staff through online certifications and workshops; assumes responsibility for the execution of special projects and prepares related reports; assists supervisor in complex reporting and research activities; reviews and processes documents and records related to primary function; operates computers and peripheral equipment as related to distance education functions; prepares equipment for operation, and monitors equipment and communication network to ensure proper performance; secures and maintains equipment and work areas in clean and orderly condition; performs testing and minor debugging of programs; maintains computer files on disk and tape to ensure system integrity; operates auxiliary and support equipment; identifies and troubleshoots operational problems; reports equipment malfunctions and maintains accurate records and problem logs; performs wide variety of complex tasks requiring specialized knowledge and involving frequent and responsible public contacts.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated administrator/supervisor.

DISTANCE EDUCATION SERVICES SPECIALIST (continued)

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Any combination of training and/or experience equivalent to a bachelor's degree and one-year experience operating and troubleshooting computers and related peripherals and auxiliary equipment. Training could include successful completion of a recognized computer operations training course. Experience in the delivery of instruction using non-traditional and alternative methods using electronic equipment and experience in instructional design highly desirable.

Knowledge and Abilities

Knowledge of: principles and techniques of distance education, media-based instruction and instructional delivery systems used to enhance the quality of instruction and student access; uses operation and maintenance of computers and related equipment; principles of planning, organizing, and scheduling; principles of training and supervision; modern office procedures; computer applications used in the delivery of instruction in a non-traditional mode; English, spelling, and grammar; Universal Design for Learning (UDL) pedagogies and educational accessibility principles; Web Content Accessibility Guidelines (WCAG) 2.0 or 2.1, Section 508 accessibility standards outlined in the Rehabilitation ACT (29 U.S.C. §794d) and current web trends, current theories, models and exemplary practices in higher education; major operating systems (i.e., iOS and Windows) and common software application packages (e.g., MS Office, Adobe Creative Suite).

Ability to: plan, organize, schedule, monitor, and perform production of accessible instructional media, programs and projects; train and supervise personnel; communicate effectively; establish and maintain effective working relationships with faculty, staff, administrative personnel, students, and vendors; operate computers, communication networks and related support equipment; identify and troubleshoot equipment and programs; maintain records and make reports; evaluate processes and products and make recommendations for improvements.

Skills: demonstrated performance in operating computers with related peripheral and auxiliary equipment used in delivery of instruction at a distance, following standard operating procedures.