COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: E-LEARNING AND LEARNING SUPPORT SPECIALIST

PAY GRADE: P-1

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Responsible for Distance Learning Help Desk coverage, support for the college-wide course management system, learning support technologies and assistance to faculty and student users of those systems.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: AA or AS degree required. Recent coursework in computer science or two years' equivalent information technology experience preferred.

2. Years of experience in field: Minimum of two years' full-time experience required, combining the following areas: management and maintenance of data or content management systems; computer education and training; technical support for online classes; coordination of learning labs; assisting with learning support and remediation.

3. Special skills or abilities related to Position: Must possess good oral and written communications skills. Ability to establish and maintain effective work relationships with faculty, students, department officials and other employees. Ability to work with minimal supervision.

ESSENTIAL JOB FUNCTIONS:

1. Assist with the maintenance of the course management system used for online, hybrid and web-assisted courses.
2. Serve as primary staff person for Distance Learning Help Desk, providing technical support for students and faculty.

ESSENTIAL JOB FUNCTIONS: (Continued)

3. Provide training and ongoing assistance to faculty in development of online, hybrid and web-assisted courses, to include one-on-one training sessions and formal classroom training.
4. Assist with design, development and maintenance of online tutorials to meet the needs of faculty and student's college wide.
5. Keep abreast of new software programs and software upgrades coming on the market relevant to E-Learning.
6. Evaluate E-Learning software needs for compatibility with the course management system.
7. Assist faculty with e-content and course-packs for use with the course management system.
8. Diagnose and troubleshoot course management system problems.
9. Offer orientations and presentations to students for online, hybrid, and web-assisted courses.
10. Provide technical support related to E-Learning programs to faculty and students.
11. Assist with maintenance of the tutor tracking system.
12. Assist director with supervision of part-time staff as needed.
13. Maintain data in the course management system and assist with other clerical tasks as needed.
14. Coordinate learning support functions within Canvas.
15. Other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.
- Travels around campus to offices, classrooms and other college sites.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building 3, Ocala Campus

SUPERVISOR OF POSITION: Director – E-Learning and Learning Support Centers