COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: E-Learning Specialist
PAY GRADE: P-9
OVERTIME STATUS: NON EXEMPT

MAJOR RESPONSIBILITY:

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

PREREQUISITES FOR POSITION (Qualification Standards):

1. **Education or training:** AA or AS degree required. Recent coursework in Computer Science or 2 years equivalent information technology experience preferred.

2. **Years of experience in field:** Minimum of two years experience required, combining the following areas: management and maintenance of data or content management systems; computer education and training; technical support for online classes; evaluation of instructional software.

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.

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 students 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.

Revised 8.25.10
Revised 7-8-10
New 5/2008
ESSENTIAL JOB FUNCTIONS: (Continued)

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. Provide videoconferencing support for online and hybrid courses.
12. Assist Manager with supervision of part-time Distance Learning Help Desk staff as needed.
13. Maintain data in the course management system and assist with other clerical tasks as needed.

(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.)

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Ability to sit at a desk and view a display screen for extended periods of time
- Ability to access, input and retrieve information from a computer
- Light (up to 15 pounds) lifting and carrying
- Walking
- Standing
- Sitting

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: Manager – E-Learning