

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: TECHNICAL LEARNING SUPPORT SPECIALIST

PAY GRADE: C-8

OVERTIME STATUS: NON-EXEMPT

#### MAJOR RESPONSIBILITY:

Provides technical support for applications and training to college staff and faculty to improve the teaching/learning process and to staff to improve technical competencies related to their jobs.

Responsible for managing the faculty portfolio server and providing instruction on the use of software necessary to create media for faculty rank and rewards.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training : Minimum of one year of college (30 college credits) toward a Computer Science or related degree required. One year of verifiable work experience with PC computer systems and software may be substituted for the college requirement.
2. Years of experience in field: One year of experience in working with various software packages and instructing others in the use and application of software packages required.
3. Special skills or abilities related to position: Must demonstrate good verbal and written communication skills. Must consistently provide efficient and quality technical assistance for faculty and staff. Must be able to multitask. Knowledge of computer and printer usage is required. Ability to learn new methods, procedures, and technologies and instruct in the use of those technologies. Experience required with Microsoft Office products, Jenzabar CX/JICS, Adobe Acrobat and Dreamweaver. Ability to establish good working relationships and provide effective technical assistance for faculty and staff.

#### ESSENTIAL JOB FUNCTIONS:

1. Answer faculty and staff calls courteously and elicit sufficient information about the nature of the problem to provide technical application assistance.
2. Whenever possible, help callers to resolve problems while on the phone. Helps to instruct faculty and staff in technology related classes.

ESSENTIAL JOB FUNCTIONS: (CONTINUED)

3. Develop and maintain Office of Professional Development Teaching and Learning Institute and employee Recognition Web sites.
4. Follow procedures for maintaining and backing up files on the RWWEB faculty portfolio server.
5. Perform updates to Office of Professional Development, Teaching and Learning Institute Portfolio Help, Continuing Contract and Rank and Rewards web sites.
6. Customize and create online tutorials for applications as directed by supervisor.
7. Prepares materials that instructors may need in classes. Researches and keeps faculty informed of new technical materials and equipment.
8. Learns new software applications and provides assistance and instruction necessary for faculty and staff to support college mission.
9. Assist with the development of portfolios for faculty and staff.
10. Provide assistance to the Office of Instruction coordinating the portfolio process.
11. Keep abreast of new software programs and software upgrades coming on the market.
12. May be required to work evenings/weekends.

(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
- Able 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 or other electronic device
- Heavy (over 44 pounds) lifting and carrying
- Walking
- Standing
- Sifting

ENVIRONMENTAL CONDITIONS

- Works inside in office, lab and classroom environment
- Travels around campus to offices and to other college locations

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

PRIMARY LOCATION OF JOB: Professional Development Center

SUPERVISOR OF POSITION: Manager Professional Development/Service Learning