

## POSITION DESCRIPTION

### TITLE: Instructional Support Specialist (Part-Time)

<b>FLSA STATUS:</b> Non-Exempt, .5 FTE	<b>GRADE LEVEL:</b> C
<b>LOCATION:</b> TLC	<b>UNIT:</b> Academic Affairs
<b>SHIFT:</b> Mon-Fri Varies Between 8:00 am to 5:00 pm	<b>DEPT:</b> Academic Affairs
<b>INCUMBENT:</b> Vacant	<b>EMPLOYEE SIGNATURE:</b>
<b>REPORTS TO:</b> Assistant Director, Center for Teaching and Learning	<b>PREPARED BY &amp; DATE:</b>
Reviewed/Revised By: 7/30/2021	EE Name: Date:
Reviewed/Revised By:	EE Name: Date:
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#### I. POSITION PURPOSE – *List brief summary of position*

The Instructional Support Specialist enables faculty to enhance teaching and learning to foster student success, as well as providing technological support for instructional faculty. This includes collaborating on professional development, assisting faculty in maintaining courses, and resolving technical issues. Responsibilities include working one-on-one or in small groups with faculty, and customizing technology to meet learning objectives for courses, and providing professional development workshops in collaboration with the Director and Assistant Director of the CTL.

#### II. RELATIONSHIPS AND CUSTOMERS – *(In addition to Clark State Faculty, Staff, and Students, this position also interacts with the following external individuals, organizations and agencies)*

Quality Matters (QM)	Blackboard	Instructional Technology Council (ITC)	

#### III. DIMENSIONS – *If this position controls, manages, or has a direct impact on the expenditure of dollars, identify how, the type of budget, and the gross dollar amount involved)*

- None

#### IV. ESSENTIAL DUTIES AND RESPONSIBILITIES

*Under broad supervision, this position performs the following duties:*

1.	Troubleshoots and assist faculty with Learning Management System (LMS) and course level issues.
2.	Assists with the maintenance of courses and tools for faculty using the LMS and other technologies for courses.
3.	Assists faculty and staff in the use and operation of a variety of hardware and software platforms including cloud-based applications and discipline-focused technologies.
4.	Collaborates with the Director, Center for Teaching and Learning on the design, development, and production of instructional technology workshops and other professional development sessions for faculty, staff, and other academic and student affairs groups.
5.	Work with faculty in integrating technological innovations into the course development process.

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6.	Assist with training faculty on the Rally System for classroom use.
7.	All other duties assigned by supervisor.

**V. SUPERVISORY RESPONSIBILITIES** – *The following position title(s) report to this position. If there are no reporting positions, type “None.”*

- None

**Qualifications** – *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**VI. EDUCATION and/or EXPERIENCE** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., High School/GED plus 3-5 years related experience or AS Degree preferred.*

- Associate’s Degree required in Education, Instructional Design or related field or sub field desired (technical writing, communication, computers, graphic design, and project management).
- Bachelor’s Degree preferred
- One year-to two years’ experience in distance learning.
- Experience using a course/learning management system required. Blackboard Learn 9.1 experience preferred.
- Web Design and Development experience preferred.

**VII. SKILLS AND ABILITIES** – *List basic skills and abilities necessary to perform essential duties and responsibilities, i.e., computer skills, oral and written skills, interpersonal skills, presentation skills, ability to motivate employees, etc.*

- Excellent communication skills (written and oral)
- Excellent customer services skills
- Working knowledge of web authoring application software and a variety of learning management tools
- Must have working knowledge of course management software systems

**VIII. CERTIFICATES, LICENSES, REGISTRATIONS** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., Certified Novell Administrator (CNA), Certified NetWare Engineer (CNE), Professional Human Resources (PHR), Certified Public Accountant (CPA), Notary Public, Ability to be Bonded, etc.*

- Certified in Quality Matters (APPQMR, Peer Reviewer certifications) preferred

**IX. LANGUAGE SKILLS** – *(To be completed by HR)*

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, faculty, and students.

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### **X. MATHEMATICAL SKILLS** – *(To be completed by HR)*

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **XI. REASONING ABILITY** – *(To be completed by HR)*

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**XII. 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, i.e., ability to lift up to 75 pounds, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**XIII. WORK ENVIRONMENT** – *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

The work is performed in an office-like environment with a minimal amount of noise.