Position summary: Under indirect supervision, this position is responsible for increasing College and student success through effective use of technology. In addition, this position is responsible for the Learning Management System (LMS) and all technologies and training necessary to support eLearning. This position reports directly to the Dean of eLearning/Webmaster and assists with eLearning and educational technology related activities.

Position responsibilities:

- Trains and supports personnel in use of Learning Management System (LMS); supports the LMS system and works closely with LMS support provided by host/vendor.
- Helps provide face-to-face, text, phone and online LMS support for students as necessary.
- Works to ensure that eLearning orientation for students prepares them for online learning.
- Assists the Dean of eLearning/Webmaster with the College website to help ensure the design and content meet the College’s standards and monitors analytics reports and helps insure that updates are posted correctly and in a timely manner.
- Trains and supports personnel in use of website Content Management System (CMS); support the CMS system and works closely with CMS support provided by host/vendor.
- Works closely with Information Technology Services (ITS) as needed.
- Keeps the College in step with web-based technology, products, and services by collaborating with ITS and eLearning along with campus leaders to evaluate and integrate or upgrade educational technology as necessary.
- Assists in mentoring new eLearning faculty.
- Collaborates with Dean and Coordinator to develop and implement long-range plans and strategies for eLearning.
- Works with entire campus and area high schools and others in related eLearning activities.
- Helps manage projects and deadlines for reaching departmental and institutional goals.
- Possesses ability to translate technical terms for non-technical persons and to provide end user training.
- Prepares and maintains various records, reports and files.
- Performs all other duties as assigned.

Minimum Position Requirements:

- Bachelor’s degree in related discipline preferred.
- Experience with web authoring tools and webpage development and maintenance.
- Experience with a web content management system preferred.
- Competency in Microsoft Windows suite of applications.
- Experience in providing professional development/training preferred.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills.
- Ability to engage and motivate others toward common goals.
- Ability to train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to adapt to new technologies and to learn new systems.
- Ability to create and maintain web pages using HTML authoring tools.
- Ability to foster a cooperative work environment.
- Ability to work independently and coordinate multiple, simultaneous projects and tasks.
- Ability to work with a diverse team in a fast-paced environment.
- Ability to stay abreast of current and developing trends (video, voice, data, and computing technologies) in distance education.

Physical Demands and Work Environment:
- Work is normally performed in a typical interior/office work environment, computer lab and/or ITV lab.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 50 pounds.
- No or very limited exposure to physical risk.