

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

TITLE: INSTRUCTIONAL TECHNOLOGIST AND MULTIMEDIA SERVICES SPECIALIST

RANGE: 36

DISTRICT VALUES

Southwestern College is committed to meeting the educational goals of its students in an inclusive environment that promotes intellectual growth and develops human potential. We are the leader in equitable education that transforms the lives of students and communities.

SWC employees are collegial and collaborative. They demonstrate the highest degree of professionalism, integrity and respect when interacting with students, colleagues, leadership, and members of the Jaguar community. Our employees actively honor and respect diversity to foster a safe and welcoming community where all are inspired to participate and realize a sense of belonging.

Incumbents in District positions exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the direction of the Dean, Instructional Support Services, plan, coordinate, and oversee the operations and services of assigned program and service areas including Multimedia Services, monitor FTMA equipment checkout in Service Now; provide technical instruction and assistance to faculty, staff, and students in the use of instructional equipment; select, train, assign work schedules, and direct student assistants; and oversee and schedule equipment circulation reservations for the main campus and Higher Education Centers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Plan, coordinate, and oversee the operations and services of assigned program and service areas including Multimedia Services, equipment checkout, production suites and studio reservations; monitor use of assigned areas; oversee and schedule equipment circulation for the campus and Higher Education Centers. **E**
2. Serve as a member of the Distance Education/Online Learning Center team; participate in planning, design, and implementation of faculty professional development opportunities and resources related to the effective and innovative use of instructional technologies and student-centered resources that support online success and retention. **E**
3. Assist faculty members and students in the safe and proper use of multimedia software, web conferencing software, hardware, and audio/visual production equipment including the use and operation of internet technology such as email and browser applications based on their specific needs and goals. **E**

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4. Participate in the management of the District's learning management system and related instructional tools and applications; participate in the maintenance, troubleshooting, resolving of technical issues, regularly communicating with the vendor, and keeping faculty and students apprised of issues and changes. ***E***
5. Coordinate and oversee media equipment circulation; schedule equipment for Facilities uses including special events, concerts, and ceremonies; maintain loan equipment allocations; prepare and send reminder notices when equipment is overdue; maintain records; retrieve overdue equipment according to established procedures. ***E***
6. Order, receive, catalog, and store supplies, materials, and equipment; maintain inventories and usage reports; maintain and update instructional equipment with internal cataloging procedures, including property stamps, itemization, and inventory controls. ***E***
7. Recommend systems and programming standards, security, and quality assurance procedures; assist in the definition and projection of future needs and requirements of equipment. ***E***
8. Assist Library Services Supervisor, Dean, and faculty with activities and long-range planning related to assigned area of responsibility; recommend and implement appropriate changes. ***E***
9. Assist faculty in selecting, developing, and implementing effective online educational technology and course materials including multimedia elements, video, digital learning objects, and other media as technologies evolve. ***E***
10. Participate in the planning, design, and implementation of faculty professional development opportunities and resources related instructional technologies and multimedia. ***E***
11. Recommend appropriate use of technology to faculty, departments, and programs to meet instructional objectives. ***E***
12. Provide online learning technical support, training, and resources to faculty, staff, and students. Utilize project management systems and work ticket systems to monitor, update, and report on the status of ongoing projects and workload. ***E***
13. Create and maintain instructional technology and multimedia documentation, operating instructions, training materials, and online resources for faculty, students, and staff. ***E***
14. Familiar with the Chancellor's Office guidance for the ZTC courses and program; support faculty with identified ZTC sections to submit, track and place in the class schedule; research success and completion rates for ZTC degree pathways courses. ***E***
15. Ensure compliance with state and federal regulations and mandates in connection with copyright laws applicable to audio-visual, microcomputer, and multimedia programs. ***E***
16. Operate and perform minor repairs on a wide variety of instructional equipment including but not limited to computers, projectors, video cameras, video duplicating/projection equipment and related equipment. ***E***
17. Communicate with other College departments and personnel, community agencies and organizations, vendors, and the public. ***E***
18. Create, prepare, and maintain a variety of records and files as assigned. ***E***
19. Perform related duties and responsibilities as required. ***E***

KNOWLEDGE AND ABILITIES

Knowledge of:

- Best practices for the use of communication software, project management systems, and web and mobile technologies.
- Best practices in creating engaging online course content and corresponding learning activities.
- Current multimedia technology and content creation tools.
- Operations of the Library including Multimedia Services storage, repair, and distribution systems and facilities.
- Operation, use, care, and minor repair techniques related to a variety of audio/visual equipment and materials including computers, software packages, and peripheral equipment.
- Copyright laws and fair use guidelines as applied to the use and duplication of media materials.
- Modern office procedures, methods, and equipment including computers and applicable software.
- Principles and procedures of record keeping and report preparation.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.

Ability to:

- Integrate resources, policies, procedures, and information for the determination of best practices, solutions, and other outcomes.
- Configure, customize, monitor, and maintain learning management systems and related software and technologies.
- Operate, manage, and maintain the learning management system and related instructional technology.
- Research, test, and recommend appropriate uses of technology for online learning.
- Remain current in and provide technical instruction and support related to educational technology to faculty, staff, and students including the proper operation and use of a variety of computers, software and audio/visual equipment.
- Apply basic digital and electronic concepts in resolving equipment repair and system performance problems.
- Assemble requested equipment for class demonstrations; maintain detailed records of equipment circulation.
- Produce innovative and engaging multimedia content using current media production tools; Section 508-compliant course content; test accessibility using various assistive technology guidelines and tools.
- Collaborate with faculty, administration, classified professionals, students, and community members.
- Analyze data, present clear and comprehensive reports, and prepare and maintain a variety of records and files.
- Communicate clearly and concisely, both orally and in writing.
- Provide assistance to administrators, staff, faculty, students, and the general public.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.

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EDUCATION AND EXPERIENCE

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Any combination equivalent to: bachelor's degree in educational technology, instructional design, information systems, or related area **AND** three (3) years of experience in training, and/or online learning including experience with online course management tools and instructional technology, development of online instructional content using best practices in universal design, and developing and facilitating training and tutorials in a variety of engaging and innovative formats. Training in the operation, use, and care of audio/visual equipment and computers is preferred.

LICENSE OR CERTIFICATE

Valid license to drive in the state of California.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a library audio/visual and standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in a library audio/visual and office setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate audio/visual equipment and office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised: November 2024
Ewing HR Services