

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Manager, Academic Technology

Department: Academic Technology Resources Center (ATRC)

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 60

Supervision Received From: Dean, Instructional, Social and Behavioral Sciences

Original Date: December, 2013

Supervision Given: Assigned classified, short-term, student, and volunteer staff in the ATRC

Last Revision: February, 2014 (reclassification)

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY.

Responsible for managing ATRC operations, resources, and assigned staff and facilitating learning through the use of technology, including online instruction; management of academic and administrative web services; supervision of ATRC computer labs; training of faculty and staff; analysis and recommendation of instructional support systems and technologies; and participation in the development of policy and planning activities.

DISTINGUISHING CHARACTERISTICS.

The Manger, Academic Technology is distinguished from other classes in ATRC by its responsibility for managing the technical aspects of and staff responsible for providing online instruction. The classification is further distinguished from supervisory and management classes in Information Services by its provision for the administration of District web services and instructional technologies.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Manages and participates in the design, maintenance, and improvement of instructional support systems and technologies; provides and coordinates relevant technology training for the Professional Development program for District employees.
3. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned systems; recommends and administers policies and procedures; contributes to the development and implementation of technology-supported learning environments and professional development opportunities for District employees.

4. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; supervises and participates in the maintenance of data for all on-line courses.
5. Coordinates and reviews ATRC work plans; assigns work activities, projects, and programs to assigned personnel; reviews and evaluates work products, methods, and procedures; meets with faculty and staff to identify and resolve problems.
6. Coordinates the implementation of online instruction system technologies through multi-tiered production, sandbox, and test systems.
7. Analyzes educational technology hardware and software needs; determines suitability for the District; and makes recommendations for new or other enhancements to related systems.
8. Designs online instruction system technologies and manages associated purchasing, integration, and user authentication systems; recommends and schedules upgrades to systems as required.
9. Coordinates and implements training for assigned personnel to ensure reliable, continuous technical knowledge and support.
10. Coordinates and supervises user support for the District's web-enabled instruction; develops and maintains the automated ATRC help desk ticketing system to streamline and track user issues and resolutions.
11. Manages, coordinates, and participates in the administration of District, academic, faculty, and staff websites and services; authors the ATRC website; supervises and coordinates the production of website graphics.
12. Prepares and oversees the preparation of digital and streaming media server operations and activities; encodes items, including videos, as directed to enhance online instruction; participates in captioning videos and related projects; produces podcasts and vodcasts; maintains faculty user accounts for faculty-encoded audio and video content.
13. Ensures compliance with relevant federal copyright laws regarding classroom and online presentation of encoded digital media.
14. Supervises and maintains multiple ATRC computer labs and equipment and the faculty technology center; oversees computer lab environments and systems; ensures that computer lab environments are safe, current, and efficient for users.
15. Conducts a variety of operational studies and investigations relative to assigned area of responsibility; recommends modifications or additions to current systems, programs, protocols, policies and procedures as appropriate; researches, analyzes, and recommends products to enhance academic technology at the college.
16. Supervises and participates in the purchase, installation, and adoption of a variety of systems critical to the District's academic programs, including online instruction system technologies; web authoring systems, software and tools; online audio and video delivery systems; computer lab security systems; audio and video recording equipment; and other applicable tools and systems.
17. Develops and facilitates a wide variety of training for District employees in the use of academic technology products through in-person and online workshops, manuals, and written materials; audio materials; podcasts; newsletters; blogs; one-on-one tutoring; problem resolution; and other applicable methods.
18. Develops, documents, prepares, and maintains a variety of narrative, statistical, and analytical reports relative to assigned area of responsibility.
19. Assists in the development and tracking of the department budget and applicable expenditures.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Managerial and supervisory principles and practices.
2. Internet Information Server (IIS), SQL, and file services in a networked environment.
3. Microsoft server and microcomputer operating systems; personal computer (PC) and Macintosh operating environments and their interactions with web systems.
4. Web-based systems; embedded objects and controls within web applications; web and network protocols; web site authoring and management principles, practices, and methodologies; web-based digital image optimization techniques.
5. Computer security principles, practices, and methodologies for web-based, distributed environment systems; user account and security development and maintenance practices.
6. Browser and client-side systems related to distributed web-based systems.
7. Applicable web scripting languages, including Java, Perl, JavaScript, and VBScript; scripting and automation techniques for the production of sophisticated, rich media web sites.
8. Troubleshooting techniques for solving technical problems related to web-enabled systems and web behaviors of various file formats as they interact with browsers.
9. Customer service principles and practices, including the use of tact, patience, and courtesy.
10. Help desk software and job ticketing systems.
11. Graphics production software; database software.
12. Audio and video streaming services, file formats, protocols, and redirector techniques; video and audio production techniques.
13. Educational technology principles and practices; classroom delivery techniques, tools, and services; pedagogical practices within a Blackboard environment.
14. Media encoding codecs and best practices; embedded controls and scripted interactions between encoded media and web services; encoding and captioning software, principles, practices, and methodologies; streaming media services management and administration techniques.
15. Software licensing practices and rules.
16. Electronic publication production techniques.
17. Report preparation, data collection, and presentation techniques.
18. Principles and methods of budget preparation.
19. Applicable Federal, State, and local codes, laws, and regulations, including copyright law provisions of Title 17 of the United States Code and the Technology, Education and Copyright Harmonization (TEACH) Act and other applicable fair use and digital preservation regulations and provisions.

Skill in:

1. Supervising, training and directing the work of others.
2. Managing a comprehensive teaching and learning technologies program; maintaining an online instructional technology system; researching and developing new products, systems, and approaches for the use of academic technology.
3. Implementing web-enabled instructional programs; installing technology products and systems integral to a learning environment, ensuring minimal disruption to classroom and/or instructional activities; administering multiple computer labs.
4. Utilizing a computer and related software applications.
5. Analyzing and troubleshooting difficult situations accurately and adopting an effective courses of action using sound judgment and decision-making skills.
6. Establishing and maintaining effective working relationships with those contacted in the course of work.
7. Interpreting complex data and information.
8. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
9. Communicating clearly and concisely, both orally and in writing.
10. Mediating difficult and/or hostile situations.
11. Digitizing and encoding digital audio and video for instructional purposes.
12. Developing and implementing training programs and preparing related collateral materials.
13. Preparing and presenting a variety of reports.
14. Participating in the development of program/department budgets.
15. Providing management, administration, and maintenance of academic and administrative web and file services.
16. Analyzing, selecting, recommending, purchasing, and implementing technology products and services.
17. Developing and maintaining help desk systems and operations.
18. Preparing digital media; encoding and captioning audio and video materials for instructional purposes.
19. Maintaining and administering user accounts.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of progressively responsible experience in the administration of instructional technologies, web services, online learning systems and related services, including two years of supervisory experience.

Education/Training:

Bachelor's degree in computer science, instructional technology, or a related field.

WORKING CONDITIONS.

Environmental Conditions:

Office and computer lab environments; exposure to computer screens; extensive contact with faculty and staff.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for ambulating and performing required duties; extensive operation of computer equipment; visual acuity to read printed materials and computer screens.