

eCampus Course Management System (CMS) Technician

100% 12 months

DEFINITION:

Under the direction of the Dean this position directly provides, coordinates and maintains the use of the District selected Course Management System needed to deliver a variety of instructional online courses/programs used by faculty, students and staff at Ohlone College. Position requirements also include related office and support activities for web based learning faculty and/or program areas; and to perform related duties as assigned.

May be assigned to work at Fremont and/or Newark Campus, evenings, weekends, and at off-campus locations.

SUPERVISION EXERCISED:

Exercise technical supervision over student assistants.

DISTINGUISHING CHARACTERISTICS:

This classification provides technical and instructional program support for the District Course Management System. The eCampus Course Management System Technician will administer and maintain all online education course management needs. (Maintaining includes backing up, archiving and restoration of electronic data.)

This classification will also include general support for training and development for faculty, and general support for staff and students for online courses. In addition, this classification will act as liaison to the Course Management System supply vendor.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Maintain and Administer Ohlone's online education software
- Maintain the file structure and integrity of the system
- Maintain GroupWare and other educational programs residing on the eCampus server
- Perform installation of online support software such as listservs, video-servers, and chat servers
- Work closely with the system administrator to resolve any issues on the server
- Work with college staff and vendors to maintain the server configuration
- Perform computer administrative tasks such as archiving, backup, restoration, security
- Compile performance monitoring and documentation
- Perform setup, installation, and maintenance of the PCs and Macs for online course content delivery
- Resolve problems with computer systems, programs and services on multiple platforms (LINUX, UNIX, etc.)
- Maintain the phone and online support for technical issues for online course content during regular business hours
- Work with appropriate college departments to get students enrolled in the online classes
- Instruct faculty on the use of web authoring software, including uploading of course materials

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- Keep abreast of related technology throughout employment
- Coordinate training to faculty for new system implementations and upgrades
- Collaborate with Staff Development office regarding employee technology training
- Participate in ordering and maintaining an inventory of supplies and equipment
- Train student assistants
- Provide captioning training using consumer based software such as Camtasia, iMovie, and YouTube for short length videos
- Liaison for the District to a 24/7 Course Management System vendor
- Conduct surveys of faculty training needs, prepare necessary reports and documents related to the eCampus
- Attend Committees as appropriate
- Caption videos

MINIMUM QUALIFICATIONS:

Knowledge of:

- Course Management Systems
- Multimedia (Flash, HTML, XML)
- Photoshop
- Digital Video Production skills
- Web software (Dreamweaver, Joomla)
- Audio conversion (QuickTime, MPG file formats, WAV)
- MS Office including Access
- Apple software (iMovie, iLife,)
- ADA, Section 504, Title V
- Principles, theories, methods, resources and equipment of the specialized instructional/program area at the community college level
- Methods and techniques of instructional and/or program area assistance
- Special needs, techniques and/or adaptive equipment for working with specified socio-economic, ethnic/cultural and/or learning and physical disability populations
- Basic records management, data recording and report preparation methods and procedures

Skill in:

- Applying instructional methods and procedures
- Reading, understanding, and presenting technical and specialized course materials
- Operating and training others in the use of specialized equipment, computers, software, materials, and procedures within area of assignment
- Maintaining clear and accurate records, logs, files, databases and other materials
- Preparing clear and concise reports, correspondence and other written materials

Ability to:

- Communicate clearly and concisely, both orally and in writing
- Read computer screens, texts, instructions, and related materials
- Work independently in the absence of supervision
- Be sensitive to and have an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college personnel and students

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- Operate standard office equipment including desktop computers and common applications software, copiers, scanners, fax, telephone, etc.
- Understand and follow oral and written instructions
- Establish and maintain effective working relationships with those contacted in the course of the work
- Work in a customer-focused environment
- Be detail and goal-oriented

Other Requirements:

Specified positions must possess a valid California driver's license and have a satisfactory driving record.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Bachelor's Degree in Computer Science and/or equivalent with major coursework related to the area of assignment, and two years technical experience including client support and training in an academic environment.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

- Vision to read and/or operate computer screens, texts, instructions, lab equipment, and related materials
- Color vision required
- This work is performed primarily indoors in classroom and learning assistance center settings

Created:

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Ohlone Board approved:

For CSEA:

For Ohlone Community College District:
