



Position: Learning and Innovation Technologist	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt (Classified - CSEA)
Reports to: Vice President, Director, dean, or other administrators in assigned area	Salary Range: 40

DESCRIPTION:

Responsible for Hartnell’s Center for Learning and Innovation (CLI) has primary responsibility for the analysis, design, development, and implementation of an integrated technology and professional development program for the academic, administrative, and classified staff. Supports the CLI help desk and provides resources to improve professional development and advance the use of technology as an integral delivery tool for the campus.

REPRESENTATIVE DUTIES:

Provide planning and operational support, serve as a training resource to college staff and provide appropriate user support as assigned.

Develop and deliver technical training sessions and workshops to staff, administrators, and faculty, on office applications, professional development and administrative technologies. Serve as information and training specialist for campus technology, software, applications, and systems.

Develop and produce documentation and training materials in response to the District’s professional development needs.

Support the professional development committees.

Work closely with administrators, faculty, and staff to support the Center for Learning and Innovation programs.

Design, develop, and deliver customized training and learning programs.

Diagnose and correct problems or coordinate support to resolve issues related to the District’s technology systems.

Assist and train departments and individuals with the design and development of supplemental web pages.

Provide small group and/or one-on-one assistance with applications used widely by the College, such as MS Office, Google, the student information system, the learning management system (LMS), and District administrative system.

Research best practices and recommend technologies that enhance Division operations. Develop needs analysis surveys as well as workshop surveys.

Provide guidance and training to staff, faculty, and student workers on technology needs and usage. Coordinate projects and oversee work in progress.

Update and maintain the unit's websites, publishing training documents such as, but not limited to, a comprehensive list of training offered and knowledge base archives, including the Vision Resource Center.

Serve as the LMS administrator supporting infrastructure.

Assist in planning and coordinating of technical support services for academic and administrative computing; serve as a resource for management, faculty, and staff in the use of technology.

Coordinate the use of the CLI by District staff for training programs, webinars, and vendor presentations.

Oversee daily operations of the CLI, including scheduling, overseeing, and leading student employees, and maintain the Center's computer infrastructure.

Develop and implement plans and goals for the Center; align plans and goals to the District strategic plan and accreditation standards.

Market the CLI and professional development throughout the District; market professional development center opportunities to constituent groups.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of professional development and technology training.

Perform other duties related to the position as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Computer hardware, software, and network operations, protocols, and capabilities, on an advanced level
- User account administration
- Computer hardware, software, and peripheral installation and operation
- Operating systems and commonly used application programs
- Troubleshooting procedures for video conferencing, and related equipment
- Intermediate to advanced skill in the use of Google Suite, Microsoft Office, and including, Word, Excel, PowerPoint, Windows 10 and their successors
- Intermediate to advanced skill in using web and media-based technologies for education
- Instructional design principles
- Online course development standards and procedures
- Educational applications of social media
- Educational theories, including instructional systems design, and adult learning theory

Skills and Abilities to:

- Provide technical training in group and individualized sessions
- Continuous learning on cutting-edge technologies for support of online applications
- Work with and train in both a PC and Macintosh environment
- Excellent oral and written communication skills
- Excellent presentation skills

- Excellent customer service skills
- Maintain a positive attitude
- Adapt to changing technologies and learn functionality of new equipment and systems
- Read, interpret, and apply detailed technical written and oral instructions
- Perform complex tasks related to the operation and maintenance of assigned technologies
- Interpret, apply, and explain rules, regulations, policies, and procedures
- Maintain current knowledge of hardware, software, and maintenance developments
- Provide technical guidance and recommendation concerning existing computer programs and systems
- Balance multiple priorities and simultaneous projects
- Research technical problems
- Maintain accurate records
- Work independently with little direction
- Establish and maintain cooperative and effective working relationships with others
- Train and provide work direction to others
- Plan, develop, conduct, and evaluate a variety of complex and difficult management and employee training and development programs or courses.
- Conduct employee, management, and other organizational needs assessments and task analyses
- Translate specific department/agency organizational needs into needs which can be met through training and those which require other approaches
- Effectively prioritize activities and projects
- Learn and retain the knowledge of all assigned applications

MINIMUM EDUCATION AND EXPERIENCE

- A bachelor's degree from an accredited college or university with major course work in computer science, instructional design, or a related field AND
- Three years' relevant experience

DESIRED QUALIFICATIONS

- Three years' relevant professional experience
- Experience leading a program of workplace training and professional development in an educational setting
- Experience training personnel at a secondary or college level

WORKING CONDITIONS

ENVIRONMENT

Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing this job, the employee may be required to travel.

PHYSICAL EFFORT

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Standing to deliver training courses
- Lifting and carrying heavy boxes and equipment
- Dexterity of hands and fingers to operate a computer keyboard and handle objects
- Climb stairs
- Talk or hear
- Sitting or standing for extended periods of time
- Bending at the waist, kneeling, and crouching to perform repair