Job Description: Instructional Technology Assistant

The Instructional Technology Assistant shall be appointed by the Board of Trustees upon recommendation to the President. The salary and terms of the office shall be fixed by the Board of Trustees upon the recommendation of the President. This position reports to the Director of Instructional Technology.

Qualifications:
An Associate Degree is preferred; a valid driver’s license required. The Instructional Technology Assistant must have excellent verbal, written, and interpersonal communication skills, be able to work under pressure, be flexible, and have the ability to multitask. The Assistant must also be proficient in Microsoft Office Suite.

Position Overview:
The Instructional Technology Assistant shall work with the Instructional Technology team to support the daily operations of online programs and instructional technology classroom needs. Primary duties will be phone and email support, filing, and records maintenance. This is a full-time, 12-month, FLSA non-exempt position.

Duties and Responsibilities include:

1. Support students, faculty and staff via phone, email and in person with technology questions and issues.
2. Communicate professional development offerings to college faculty, staff and students; maintain attendance records; communicate attendance with Human Resources, AA and CTE offices;
3. Maintain and update Instructional Technology files and documents; communicate daily enrollment counts with John Wood Community College (JWCC); maintain Internet to Ground comparisons and communicate information with Director of Instructional Technology;
4. Update name changes and multipliers in learning management system;
5. Scan appropriate documents into NOLIJ;
6. Monitor equipment checkout;
7. Scan and email faculty documents as needed for distance instructors; communicate information with online faculty as needed;
8. Assist with enrollment procedures as needed;
9. Participate in college committees, professional workshops and conferences;
10. Perform other duties as assigned.