

The Instructional Technology Specialist 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:**

Bachelor's degree required; valid driver's license required. Must be proficient with Microsoft Office and have extensive experience with technology and the ability to learn new software programs easily. This well-organized individual must possess excellent customer service skills and an ability to manage multiple projects in a fast-paced environment.

**Position Overview:**

The Instructional Technology Specialist shall be responsible for working in conjunction with the Director of Instructional Technology and team to provide online learning support and implement current and emerging instructional technologies in a fast-paced setting. This is a full-time, 12-month FLSA exempt position covered by the Public School Retirement System of Missouri (PSRS).

**Duties and Responsibilities include:**

1. Primary intake point of contact for technology questions with escalation to appropriate staff as needed. Typical issues revolve around the learning management system and additional online learning resources; screen recording tools, mobile apps, online testing solutions, Microsoft Office, web conferencing tools, and other technology used in the teaching and learning process;
2. Serve as a resource for students, faculty, and staff, suggesting and providing innovative solutions for educational technology use;
3. Set up and manage virtual meetings. Add virtual room links in courses as needed;
4. Work with Computer Services to coordinate the planning, purchasing, and inventory of virtual room equipment;
5. Support faculty in the effective use of technology by leading instructor training and professional development;
6. Maintain and update Instructional Technology files and documents;
7. Communicate information and daily enrollment counts with John Wood Community College;
8. Process incomplete enrollment requests and make adjustments as necessary in the LMS.
9. Troubleshoot technology issues, research and implement solutions, and report progress to the Director of Instructional Technology and team;
10. Scan, digitally file, and route documents in Document Imaging Software;
11. Monitor Instructional Technology equipment checkout and inventory;
12. Process purchase orders and requisitions as needed;
13. Demonstrate exceptional people skills with a strong customer focus;
14. Complete tasks despite frequent interruptions, manage multiple projects effectively, and work independently;
15. Participate in college committees, professional workshops, and conferences;
16. Perform other duties as assigned.