Job Description

Instructional Technology Support Specialist

The Instructional Technology Support 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:
Associate’s degree preferred; valid driver's license required.

Position Overview:
The Instructional Technology Support Specialist shall be responsible for working in conjunction with the Director of Instructional Technology in managing the daily operations of online programs and instructional technology. This is a full-time, 12-month, salaried, FLSA non-exempt position covered by the Public Education Employee Retirement System of Missouri (PEERS).

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. Perform general administrative assistant duties to include answering telephone, greeting and directing office visitors appropriately, sorting and distributing mail;
3. Maintain strong communication between Director of Instructional Technology, Instructional Technology team, faculty, staff, and students;
4. Maintain confidentiality of records and information;
5. Maintain office equipment and inventory records;
6. Maintain and update Instructional Technology files and documents;
7. Coordinate meetings and appointments for the Director of Instructional Technology
8. Order supplies and maintain all records of invoices and purchases;
9. Process purchase orders and requisitions as needed;
10. Scan appropriate documents and maintain filing system within document imaging software system;
11. Order instructor texts for faculty and adjuncts;
12. Assist with enrollment procedures as needed;
13. Set up and assist with virtual classrooms for faculty and internal college meetings;
14. Monitor Instructional Technology equipment checkout and inventory;
15. Demonstrate exceptional people skills with a strong customer focus;
16. Complete tasks despite frequent interruptions, manage multiple projects effectively, and work independently;
17. Coordinate departmental projects as assigned;
18. Participate in college committees, professional workshops, and conferences;
19. Perform other duties as assigned.