INSTRUCTIONAL DESIGNER

DEFINITION

Under general supervision, performs a variety of specialized and technical duties involved in the development, design, and analysis of curriculum and coursework for the Online Learning Support Center; provides technical support and assistance to system users; performs a variety of administrative and office support duties of considerable complexity requiring thorough knowledge of the assigned department, its procedures, and operational details.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Library and Learning Resources. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification that performs technical duties in the development and design of curriculum for the Online Learning Support Center. Incumbents at this level are capable of performing the full range of and most complex curriculum and administrative support services. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Tutorial Services Specialist class series by performing technical and specialized duties related to the Online Learning Support Center curriculum development.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

➢ Performs a variety of specialized and technical duties involved in the development and design of coursework and curriculum for the Online Learning Support Center.
➢ Identifies and communicates best practices for applying teaching and learning principles to instructional technologies and design; recommends effective uses of technologies to enhance instruction and methods of delivering quality instruction.
➢ Provides technical assistance to system users; provides training to staff concerning the maintenance of curriculum support, coding, and other related computer systems and programs; responds to inquiries and provides information concerning related requirements and procedures.
➢ Analyzes learning needs of students; develops instructional curriculum to meet the needs of students and promotes the District's goals and objectives.
➢ Verifies and ensures accuracy of data, information, and requirements for curriculum systems, schedule of classes, and catalogs; runs queries and generates computerized reports and documents as required.
➢ Communicates with District staff, students, and various outside agencies to exchange information, coordinate activities, and resolve issues or concerns.
➢ Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports and other informational materials.
➢ Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies policies and procedures in determining completeness of applications, records, and files.
➢ Plans, organizes, and carries out administrative assignments and special projects related to assigned department; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.

➢ Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
➢ Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
➢ Assists students and visitors and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
➢ Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
➢ Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Principles, practices, and techniques used in instructional system design, methods and techniques for effective analysis of learning needs, and systematic development principles of instructional development and design.
➢ Best practices, current research, and innovations in use of technology in instruction.
➢ Modern office administrative practices and procedures, including the use of standard office equipment.
➢ Research and reporting methods, techniques, and procedures.
➢ Principles and practices of data collection and report preparation.
➢ Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
➢ Computer equipment and applications, including word processing, database, and spreadsheet applications.
➢ Record keeping principles and procedures.
➢ Principles, practices, and techniques of effectively dealing with the public and basic public relations.
➢ English usage, spelling, vocabulary, grammar, and punctuation.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

➢ Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
➢ Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
➢ Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
➢ Respond to and effectively prioritize multiple phone calls and other requests for service.
➢ Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
➢ Make accurate mathematical and basic statistical computations.
➢ Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
➢ Establish and maintain a variety of filing, record keeping, and tracking systems.
➢ Organize own work, set priorities, and meet critical time deadlines.
➢ Operate modern office equipment including computer equipment and specialized software applications programs.

➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ Understand scope of authority in making independent decisions.
➢ Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in educational technology, instructional technology and design, or a related field, and three (3) years of experience providing support for curriculum development utilizing online technologies. A Bachelor's degree from a regionally accredited college or university in one of the above-mentioned fields is desirable.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.