

## **DIRECTOR, DISTANCE LEARNING AND INSTRUCTIONAL TECHNOLOGY**

### **DEFINITION**

Under administrative direction, plans, organizes, controls, and provides administrative direction and oversight for all operations, activities, programs, and services for Distance Learning (DL) and related instructional technologies, and Artificial Intelligence (AI) integration in teaching and learning. The position will collaborate with Deans, faculty, and staff to ensure maximum efficiency of Distance Learning services and serves as the primary campus resource for AI applications and accessibility compliance in the area of instruction. Supervises daily operations of the Faculty Center for Learning Technology and manages the design and delivery of faculty training on distance learning, AI tools, accessibility, policies, and teaching strategies while collaborating across campus to provide cohesive support for students.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over management, professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This position is within the educational administrator classification and oversees, directs, and coordinates all activities related to distance learning and instructional technology. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the College and related technologies in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of relevant federal and state education policy, knowledge of College functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Directs, manages, and oversees the daily operations of the Faculty Center for Learning Technology in accordance with College policies, legal requirements, and sound educational principles and practices; develops, implements, and communicates goals, objectives, policies, procedures, work standards, and internal controls for the assigned area(s).
2. Designs, recommends, and implements a strategic plan for online learning and the effective integration of AI into courses that prioritize Universal Design for Learning (UDL) to support student success, and reduce equity gaps.
3. Compiles, analyses, interprets, and presents data to various stakeholders, including instructional deans, department chairs, and faculty, to support strategic enrollment management strategies, assist with forecasting, and support achievement of learning outcomes; evaluates services, technologies, and workflows to improve student outcomes.

4. Manages the design and delivery of training for faculty on distance learning strategies and applications, generative AI tools, and digital accessibility; integrates instructional technology and AI solutions to enhance student success both online and in person and for students with diverse abilities.
5. Manages the development and implementation of online and hybrid instructor certification in collaboration with the Academic Senate and the Instruction Office.
6. Supports initiatives promoting affordability and equity of instructional materials, including Open Educational Resource (OER), Zero Textbook Cost (ZTC), and Low-Cost Textbook (LTC).
7. Implements and maintains relevant policies and procedures necessary for compliance with accreditation standards, Title 5, Education Code, and other external requirements pertaining to areas of responsibility; proactively maintains currency with developing external regulations and standards.
8. Maintains currency and appropriateness of instructional technologies by regularly evaluating user feedback and tool functionality.
9. Evaluates the Learning Management System (LMS) and AI platforms for functionality and accessibility for users with diverse abilities.
10. Align technology needs of students and faculty; monitors and gives input on the performance of the learning management system and appropriate integration of other instructional technology tools.
11. Advocates for support of distance learning and collaborates with other relevant departments to address the needs of distance learning students and faculty.
12. Develops program plans and budgets, monitors assigned program budgets and pursues grants. Plans, manages, and supervises the implementation of grants.
13. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
14. Coordinates with faculty and staff in providing online learning and AI orientations and training for students to prepare them to be successful in learning.
15. Actively engages in developing, coordinating, and implementing grant opportunities that promote and expand distance education, accessibility training, and AI support services and learning technologies.
16. Attends and participates in professional group meetings and various College committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment; serves and chairs committees with a mission to introduce, evaluate, and integrate educational technologies in support of excellence in teaching and learning in all delivery formats; collaborates on relevant issues with the Information Technology (IT) Team and the Academic Senate.
17. Attends the College's annual commencement ceremony as part of their official duties.
18. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
19. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.

20. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
21. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
22. Implements and maintains policies to ensure compliance with Section 508, the Americans with Disabilities Act (ADA), and Web Content Accessibility Guidelines (WCAG).
23. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
24. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
25. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles, practices, procedures, and techniques involved in the development, implementation, and evaluation of instructional services programs, services, plans, strategies, processes, systems, projects, goals, and objectives.
5. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
6. Principles of Digital Accessibility, ensuring AI-generated content and tools are accessible to all.
7. Laws and regulations pertaining to accessibility of instructional content and technology.
8. Teaching and learning with technology strategies and experience in evaluation of those strategies.
9. Principles of ethical AI use, including privacy, bias mitigation, and academic honesty in a digital environment.
10. Emerging web and AI technologies that impact training, development, and instruction.
11. Principles and practices of digital accessibility, ensuring AI-generated content and tools are accessible to all learners with diverse abilities.
12. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
13. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.

14. Instructional technologies such as learning management systems, AI tools, video production and streaming, graphic media, web development, computer-based multimedia, portals, mobile apps, and audio/visual systems.
15. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
16. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

**Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Oversee the implementation of applicable collective bargaining agreements as they relate to employees supervised.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
8. Operate and utilize assigned networks, software programs, hardware, and platforms.
9. Establish and maintain a variety of filing, record-keeping, and tracking systems.
10. Communicate effectively through various modalities.
11. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Master's degree from a regionally or nationally accredited college or university; and
2. Three (3) full-time equivalent years of increasingly responsible administration experience, in the implementation of distance learning or instructional technology programs with at least one full-time equivalent year in higher education.

**Desirable Qualifications:**

1. Master's degree from a regionally or nationally accredited college or university with major coursework in Education with an emphasis in Instructional Design, Distance Education/Online Learning, Instructional Technology, or related field.
2. Online teaching experience in a variety of delivery modes and scheduling formats in higher education.
3. Experience in implementing universal design and accessibility in higher education.
4. Grant writing experience.
5. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
6. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

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

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