Job Title: Instructional Technology Analyst

CLASSIFICATION DESCRIPTION

Department: Varied

Pay Grade: 112

FLSA Status: Exempt

Remote Work Eligible: No

JOB SUMMARY

This position performs professional-level activities in an area such as instructional design, web design, interactive learning, and related instructional technology resources. Responsibilities include: supporting staff and faculty in instructional design, virtual campus and computing services; researching, assessing, and troubleshooting complex needs and challenges from students, faculty, and staff; providing technological and informational just-in-time solutions; providing training and instruction; and making recommendations for upgrades in hardware, software, equipment, and current technology in the field.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Plans, implements, and analyzes technological solutions in an academic environment; defines requirements for useful, logical, and effective solutions.
- Coordinates online course technologies which require conferring with faculty to determine needs and technology capabilities; training and supporting users; administering course software; and/or other related duties.
- Conducts research related to academic technologies and delivery techniques.
- Performs IT processing and design duties which includes converting documents into electronic files; creating, editing, and manipulating graphics, images, audio files, and video files; and/or related duties.
- Provides training to users, faculty, and staff in using online/hybrid learning technologies.
- Provides end-user and higher-level technical support for various systems within IT infrastructure (e.g., email requests, file server permissions, public records requests, account and software licensing, user account administration, etc.).
- Creates and configures virtual machine servers, including OS configuration, network configuration, application installation, and integration with monitoring and backup systems.

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- Installs and supports systems infrastructure hardware and software (server and virtualization hardware, backup systems, virtual machines, Windows & Linux operating systems, etc.).
- Maintains and supports data center systems and applications (Active Directory, document imaging systems, file and print servers, identity federation services, backup and monitoring systems, etc.,
- Maintains cloud SaaS/PaaS/IaaS applications and services (Office 365 E-Mail, SharePoint Online, OneDrive, Azure virtualization, Azure Active Directory, cloud faxing, etc.).
- Reviews and creates technical documentation.
- Assists instructors online in using the gradebook; completing required professional development; and preparing for course delivery.
- Checks student enrollment for proper class placement and content availability.
- Designs course badges and completion certificates
- Assists in the development of customized training materials and training modules in a variety of technological delivery systems including software imbedded training, web-based tutorials, and classroom training.
- Assists with the development of training videos, CD ROMS, and multimedia delivery modes.
- Assists in the development of web site, web pages with links, web repository, portals, web-based training for both unclassified and classified environments.
- Assists supervisor in creating an over-arching technological plan to incorporate all compatible technological systems.
- Attends meetings, seminars and conferences to explain or receive information relative to the projects.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in a field related to assigned area (master's degree preferred); three (3) years of related work experience implementing and utilizing instructional technology; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
- Systems analysis and design principles;
- Research methods;
- Academic course technologies;
- Applicable operating systems;
- Applicable computer programming languages;
- Image/video manipulation techniques;
- Training techniques;
- Customer service principles;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:
- Working in a multimedia environment;
- Evaluating hardware and software applications;
- Converting files;
- Communicating technical information to a non-technical audience;
- Providing customer service;

- Maintaining records;
- Training end-users and faculty members;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:
- Work in a team environment with other technical staff.
- Install, configure, and troubleshoot technological systems and/or software; and
- Identify, research, troubleshoot, and resolve complex technical issues.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	**X**	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	**X**
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	**X**	Reaching – extending hands or arms in any direction.	**X**
Crawling – moving about on hands, knees, or hands, feet.	**X**	Repetitive Motion – substantial movements of wrists, hands, fingers.	**X**
Crouching – bending body forward by bending leg, spine.	**X**	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	**X**
Feeling – perceiving attributes of objects by touch with skin, fingertips.	**X**	Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	**X**	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	**X**
Grasping – applying pressure to object with fingers, palm.	**X**	Talking 1 – expressing ideas by spoken word.	**X**
Handling – picking, holding, or working with whole hand.	**X**	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	**X**	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	**X**
Hearing 2 – receive detailed information, make discrimination in sound.	**X**	Visual Acuity 2 – color, depth perception, field of vision.	**X**
Kneeling – bending legs at knee to come to rest at knees.	**X**	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	**X**
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	**X**	Visual Acuity 4 – operate motor vehicles/heavy equipment.	

Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	**X**	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.	**X**	Walking – on foot to accomplish tasks, long distances, or site to site.	**X**

TYPE OF WORK

Work performed is primarily:

☐ *Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

☐ *Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.

☒ *Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ *Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ *Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

May remain readily available, beyond regular operational hours, to respond to urgent technical issues and student, faculty, and staff requests.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.