

Job Title: OPS Accessibility Technician

Compensation: \$18.23 - \$18.23

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 5

Position Summary:

Incumbents support the use of instructional technology by providing user support and/or developing web pages, graphics, and similar items as directed. Responsibilities may include responding to help desk questions; providing training on instructional technology; adding audio, video and animation to online, blended, and TeleWeb courses; developing multimedia presentations and computer-based training; installing software updates and patches; maintaining records of activities; and preparing operational reports.

Requirements:

Education:

Associate's degree in information technology or a related field.

Experience:

Three years experience with instructional technology.

**An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- Academic course technologies;
- Higher education principles;
- Applicable operating systems;
- Applicable computer programming languages;
- Image/video manipulation techniques;
- Customer service principles;
- Training principles;

- Computers and related software applications.

Skills:

- Installing, configuring and troubleshooting technological systems and/or software;
- Identifying, researching, troubleshooting, and resolving complex technical issues;
- Converting files;
- Creating websites and website applications;
- Communicating technical information to a non-technical audience;
- Providing customer service;
- Training end-users;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Performs IT processing and design duties which includes adding audio, video and animation to online, blended, and TeleWeb courses; developing multimedia presentations and computer-based training; installing software updates and patches; creating, editing, and manipulating graphics, images, audio files, and video files; and/or performing related duties.	Daily 60%

These duties are a representative sample; position assignments may vary.		Potential Frequency
2.	Coordinates online course technologies, which requires conferring with faculty to determine needs and technology capabilities; training and supporting users; administering course software; and/or performing related duties.	Weekly 30%
3.	Prepares a variety of operational records, reports, orders, and/or other related documents.	Daily 10%
4.	Performs other duties of a similar nature or level.	As Required

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