



DATE ISSUED: 01/08
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Instructional Technology Delivery Systems

JOB SUMMARY

This position provides leadership and management for user support programs and resources including but not limited to the areas of: software applications, video conferencing, learning management systems such as Blackboard and Second Life; television production and broadcast services, video production services. Resource planning for applications of emerging instructional technologies and associated user support services, training and resource development for faculty, staff, and students. Collaborates with staff in drafting training programs, work plans, and instructional technology support including web-based and interactive video-based courses. Serves in the role of Blackboard administrator and coordinates technical support and resource management for Blackboard. Directs program development and support for PEG cable TWU TV and video conferencing services. Provides management and mentoring to staff and serves as a liaison to end users and vendors. Provides support for special initiatives within instructional services and is responsible for the management and evaluation of support staff. Work is performed under administrative supervision of the Associate Vice President, Instructional Support Services with a broad latitude for initiative and independent judgment and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President, Instructional Support Services

Supervises: Permanent, Temporary, full-time and part-time staff – Training, Video Conference, Pioneer TV, Blackboard support, web-enable learning management resources

PRIMARY DUTIES - May include, but not limited to the following:

Provides leadership, oversight and coordination of resources to ensure technical functionality and operations of instructional technology delivery systems.

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Develops service and maintenance strategies for technical support initiatives.
Responsible for technical oversight of instructional technology delivery systems including but not limited to service, maintenance, upgrades.
Provides leadership, oversight and coordination with the development of training programs and materials in support of academic instructional technology needs.
Responsible for strategic planning, budget management, and instructional technology program initiatives with emphasis on end-user support and faculty development resources.
Oversight management and administrator of Blackboard Learning Management system.
Directs and coordinates inter-departmental initiatives relevant to end-user training initiatives and e-learning support.
Provides management oversight, planning information, and technical support services for web-based and interactive video-based courses, and TWU cable TV.
Coordinates implementation and use of online course development resources including hardware and software.
Consults and assists other teams within Information Technology.
Responsible for the development and management of Information Technology resources, including direct end-user support for web-based and interactive video-based courses.
Participates in the development and implementation of policies and procedures for instructional technology support.
Maintains procedures and policies to ensure the security and integrity of systems/networks.
Participates in initiatives relating to instructional technology program and resource support.
Requires self-directed learning with frequent study and training to ensure skills are current.
May serve as a liaison between Technology and Information Services and end users and vendors.
May be required to work a flexible schedule, including nights, weekends and holidays.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Performs university or community related service that may directly or indirectly impact institutional goals or initiatives.
May serve as a resource person for the Information Technology committee.
Develop collaborative working relationships with other campus service components.
Performs other duties as requested.

EDUCATION

Bachelor's degree in Information Studies, Computer Science, Education or related field required, advanced degree(s) preferred.

EXPERIENCE

Five years progressive administrative job related work in computing and/or communications experience, preferably in a higher education setting, instructional technologies, information systems management, and information technology planning experience.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Knowledge of modern computing, networking and communications systems.

In-depth familiarity and experience with online course management systems, preferably Blackboard.

Ability to organize, work effectively, conceptualize and prioritize goals and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to plan, direct and evaluate staff and information technology resources.

Ability to communicate effectively, orally, by phone, in person, and in writing.

Knowledge of purchasing procedures and ability to develop and negotiate contracts.

Broad knowledge of principles and practices within the information/instructional technology field.

Ability to conduct extensive research for the purpose of problem solving and situation analysis.

Significant independent action and judgment skills are required to handle complex activities and decisions.

Ability to deal well with ambiguity and fast-paced change.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors

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in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.