



DATE ISSUED: 06/09
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Instructional Coordinator

JOB SUMMARY

The instructional coordinator is engaged in the planning and implementation of technology initiatives including the development and delivery of applications and systems training for end users. The instructional coordinator works in conjunction with other members of Technology and Information Services and other service components to coordinate instructional programs and seminars, application training programs, and support for special initiatives within instructional services. Particular subject matter expertise in voicemail/automated call distribution systems, learning management systems, online learning tools, virtual learning environments, Microsoft applications, and web development applications are applied toward end user technical and functional support initiatives. Work is performed under the limited supervision of the Director of Instructional Technology Delivery Systems and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Instructional Technology Delivery Systems

Supervises: May supervise Student Assistants, temporary and permanent staff

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

Assists in planning and implementation of technology initiatives.
Assists with acquisitions management and project planning of technology initiatives.
Explores and makes recommendations for technology applications relevant to academic course content delivery and university business functions.
Supports systems and procedures for electronic course delivery and virtual learning environments.
Assists with the use of on-line course development tools and multi-media resources.

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Evaluates, acquires, implements, and trains users on instructional technology tools.
Recommends best practices and identify opportunities for instructional technology applications.
Develops training programs and materials.
Conducts product assessment for technical compatibility with campus infrastructure, integration with other primary TWU systems, and user authentication.
Conducts product implementation feasibility assessments.
Conducts studies of projected enhancements in hardware and software.
Responsible for product development, testing and support.
Conducts business process analyses in support of University operations.
Assists in the development and implementation of major project timelines.
Consults and assists other teams on projects and integration issues within ISS and ITS.
Assists in identifying vulnerabilities that may cause inappropriate or accidental access, disclosure, modification or destruction of information. Work with appropriate personnel to assist in establishing security controls.
Assists in the development, implementation and testing of security controls and methods.
Assists in development, implementation and maintaining risk management and disaster recovery programs.
Maintains procedures and policies to ensure the security and integrity of systems/networks.
Electronic graphics production.
Conducts one on one and group application training.
Conducts and/or deliver training face to face and via online resources.
Coordinates implementation and use of testing software and computer based training systems.
Supports standardized software installation, including training and troubleshooting.
Consults and assist other teams within Technology and Information Services.
May serve as a liaison between information technology services and end users and vendors.
Works a flexible schedule that may include nights, weekends and holidays.
Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.
Self-directed learning of new technology applications quickly and efficiently.
Responds to emergency or on-call situations in a timely manner.

ADDITIONAL DUTIES

Provides University or community related services that may directly or indirectly impact institutional goals or initiatives.
Participates in end user product testing and evaluation.
Demonstrates product functionality and performance for end users.
Performs other duties as requested.

EDUCATION

Bachelor's degree (Master's preferred) and technical short courses and seminars relating to computing and telecommunications. Course writing and course development experience preferred.

EXPERIENCE

Three years experience in instructional technology systems and applications. Additional experience may substitute for required education on a year for year basis.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

Knowledge of modern computing, networking and communications systems.
Ability to organize and work effectively with an understanding of organizational policies and activities.
Knowledge of software life cycle activities.
Working knowledge of office practices and methods.
Knowledge of basic business principles and business and industry-specific terminology.
Knowledge of quality assurance concepts and procedures.
Conceptual understanding of theories, principles, practices, methods, and techniques relevant in the field of information security and network management.
Conceptual understanding of theories, principles, practices, methods, and techniques relevant in the field of instructional technologies.
Troubleshooting techniques for electronic equipment and systems.
Ability to complete moderately complex technical projects, given detailed specifications.
Basic database concepts.
Knowledge of project management software tools.
Proficient in communication, both oral and written.
Advanced skills in the use of technology applications.
Ability to integrate resources, policies and information for the determination of procedures, solutions, and other outcomes.
Ability to handle multiple and simultaneous tasks.
Ability to work effectively with a variety of groups.
Ability to organize work and effectively with an understanding of organizational policies and activities.
Detail oriented and organized.
Ability to respond and take action quickly.
Ability to deal well with ambiguity and fast-paced change.
Ability to deliver a positive customer service experience.

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 operate a personal computer. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. Daily exposure to PCs and networks. May move heavy equipment and boxes.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

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.

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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.