



DATE ISSUED: 07/06
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Instructional Operations Coordinator

JOB SUMMARY

Collaborative program development and delivery in the use of technology applications for end users. Coordinates the application of instructional technology with classroom design, content delivery, training initiatives, hardware, and software solutions to facilitate successful end user outcomes and experiences. Promotes the use and support of technology for academic course development, content delivery, student learning experiences, faculty research, and departmental work processes. Work is performed under limited supervision of the Director of Instruction Support Services 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 Support Services

Supervises: May supervise Student Assistants, temporary and permanent staff

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

Develops programs and strategies to successfully deploy and manage instructional technology systems and applications.

Responsible for project management, technical specification development, and customer service support initiatives.

Ensures cross-functionality between technical solutions applied in teaching/learning/working environments.

Responsible for staying current with instructional technology applications and industry trends.

Provides day to day end user and special event support.

Provides user hardware and software solutions, troubleshooting, and maintenance.

Assists users in their use of technology applications.

Identifies technology resources and support requirements for special initiatives.

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Collaborates with functional groups, Help Desk, Training staff and Information and Technology Services staff to plan and deliver support resources to end users.
May serve as a liaison between Technology and Information Services, end users, functional units and vendors.
May be required to work a flexible schedule, including 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.
Maintains policies and procedures to insure the security and integrity of technology installations, resources, and services.

ADDITIONAL DUTIES

Participates in University or community related service 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 requested.

EDUCATION

Bachelor's degree and technical short courses and seminars relating to computing and instructional technology. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Three years experience in an information technology or instructional technology environment. Previous customer service and academic experience preferred.

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

Knowledge of the application of modern computing, multimedia, networking, and communications systems in an educational setting.
Ability to deal well with ambiguity and fast-paced change.
Ability to apply and evaluate software solutions from the end user's perspective.
Ability to facilitate the development of end user's skills in utilizing technology solutions.
Ability to deliver a positive customer service experience
Ability to organize and work effectively with an understanding of organizational policies and activities.

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

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

Ability to represent the department and University in a friendly, courteous, and professional manner.

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. 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.

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: _____

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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.