Instructional Web/Multimedia Administrator
(PROGRAMMER)

BASIC FUNCTION:
Under the direction of an assigned supervisor, be responsible for the system administration and maintenance of the architecture and technical foundation of online and hybrid courses and web-based or multimedia instructional materials. Work with the Instructional Designers, Graphic Designers, faculty, and others either individually or as part of an instructional development team. Provide technical support to faculty in the conversion, setup, and maintenance of technology-based curricula, online courses, and web-based/multimedia applications. Works independently in developing programs to solve complex instructional problems. May be sole programmer on variety of instructional development. In collaboration with the designated college administrators and technology committees, assist in the creation of policies and procedures to ensure quality support and fully operational online/hybrid course delivery.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:
Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide technical support to faculty in the system administration of technology-based curricula, online courses and modules, and web-based applications.

2. Analyze faculty and student needs in cooperation with rest of instructional development team to determine specifications and design for interactive instructional materials.

3. Convert, setup, and maintain online courses on designated web servers, multi-media materials, and web-based resources and applications from various disciplines.

4. Install, configure, and maintain Internet services and tools, such as ISP accounts, listservs, newsgroups, bulletin boards and chat groups for faculty to support online courses or to augment traditional or hybrid courses.

5. Work with the Technology Trainers to develop, modify, or implement training programs on effective web-based course delivery and technology-mediated instruction to reduce the need for extensive technical support to faculty.

6. Write, debug, test and document various programs using on-line tools, languages, and utilities.

7. Work as member of a team to create instructional applications for faculty.

8. Write, debug, test and document various programs using on-line tools, languages, and utilities.

9. Post and update information on the program web site.

10. Research effective instructional technology delivery in consultation with the administration, Learning, faculty, vendors, and Learning Technologies team members.

11. Incorporate the use of multimedia into instructional course content materials, including images, CDROM, video, audio and other multi-media.

12. Troubleshoot, address, and resolve technical problems with online or mediated learning materials and courses.

13. Develop of technical support standards and policies to ensure effective setup and maintenance of online and web-enhanced courses.

14. Perform other related duties as assigned.
KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Web-based conferencing systems, collaborative group-ware, e-mail systems, FTP and Telnet, and the implications of the following on web-based learning: online instructional material, video, animation, and various streaming media.

2. HTML, web editing applications, cgi programming, JavaScript, courseware development tools, and operating systems, such as Dreamweaver, WebCT, Etudes, Java, Flash, Shock-wave, Blackboard, Win98/2K/NT, and Mac OS.

3. Principles and techniques of systems and programming work including analysis, design and documentation.

4. Techniques of testing and debugging computer programs.

5. A wide variety of multimedia applications such as Director, Flash, Photoshop, Premiere, etc.

6. Technical aspects of field of instructional technology.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.

2. Provide the system administration of online courses and multimedia instructional materials on district or other web servers, such as the CVC or Verio.

3. Develop web pages using HTML, cgi, JavaScript, and web authoring tools.

4. Write scripts, program and generate reports with web-connected databases.

5. Use application software and understand systems utilized for various projects.

6. Operate computers, scanners, digital cameras, and peripheral equipment properly and efficiently.

7. Communicate effectively both orally and in writing with faculty, staff, and other users of instructional technology on technical and non-technical issues.

8. Design, code, compile and implement structured computer programs.

9. Test, debug and document programs.

10. Train others on new programs.

11. Work effectively with individuals of widely varying technical ability.

12. Maintain current knowledge related to technological changes in the field.

13. Be responsive to user requests, using tact, patience, and courtesy.

14. Meet schedules and timelines.

15. Plan and organize work.
EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's Degree in computer science and three years programming experience in either the Windows or Macintosh environments. Development of web-based environments and extensive training in programming is required.

PREFERRED QUALIFICATIONS:

Experience with the implementation and delivery of web-based courseware in a higher education environment. Experience working with college faculty and other content providers, using instructional and pedagogical concepts.

WORKING CONDITIONS:

Environment:
1. Office environment.
2. Constant interruptions.
3. Flexible work schedule and place.

Physical Abilities:
1. Dexterity of hands and fingers to operate a computer keyboard, instructional design aids and equipment.
2. Seeing to read various materials.
3. Reaching overhead, above the shoulders and horizontally.
4. Sitting for extended periods of time.
5. Hearing and speaking to exchange information in person or on the telephone.

DATE APPROVED:  June, 2001
RANGE:  N-70
EEO:  H30