

**CLASS SPECIFICATION**  
**Distance Learning Program Specialist II**

FLSA Status: Nonexempt  
EEOC Job Category: Professionals  
Union Representation: Represented

**GENERAL PURPOSE**

Under general supervision, provides technical, administrative and software support for instructors and students participating in Distance Learning courses; assists in design, development and maintenance of databases for courses, enrollment management and other purposes; maintains on-going contact with Distance Learning students to ensure successful retention; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Distance Learning Program Specialist II performs a variety of difficult and responsible duties to support instructors and students participating in the District's Distance Learning program. An incumbent assists in developing databases and other software support for courses and provides technical support to faculty for enrollment, course management, grading and other matters. An incumbent develops and maintains on-going communications with students to provide assistance and ensure retention in the program. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assists and provides support to instructors and students participating in the District's Distance Learning Program; assists instructors in preparing, setting up and uploading online courses; develops and maintains interactive training and informational materials for students; performs account administration duties; answers questions and provides information regarding Distance Learning tools, including discussion groups, online quizzes, assignment drop boxes and tables of content; maintains student contact information and assists instructors in documenting student access to online courses.
2. Provides assistance, guidance and instruction to students on the proper use of Distance Learning systems; establishes and maintains on-going communications with Distance Learning students; receives and responds to student questions submitted by email, telephone and mail; assists students and faculty in troubleshooting computer and online course problems, access problems and other issues; provides information to students regarding any necessary software to properly view online courses; provides instructional assistance online or in person to students; creates, updates and maintains multi-media student online orientations.

3. Assists instructors in planning, organizing, preparing and presenting a variety of online courses and instructional materials, including presentations, quizzes, discussion groups, grades and assignment drop boxes; provides technical support for enrollment, course management, grading and related functions; generates on-line student surveys.
4. Originates, designs, develops and maintains html pages within the Distance Learning website; maintains database-driven applications; supports third-party applications; maintains up-to-date third-party products, licenses and contact information.
5. Compiles information on Distance Learning courses and drafts the Distance Learning section to be included in the printed and on-line College Course Catalogue each semester; maintains up-to-date information on the on-line e-course schedule; coordinates with Media Services on the broadcasting of courses on District cable television channels.
6. Answers telephone calls and responds to technical questions regarding Distance Learning support, password administration, access issues and problems with quizzes and other online tools; refers complex questions or issues to other senior Instructional Technology staff.
7. Maintains and updates databases of enrollment and course data; compiles statistical reports on course performance and retention; prepares and maintains course, enrollment and student contact records; assists in compiling data and preparing the Distance Learning accreditation report.

#### **OTHER DUTIES**

1. Performs a variety of department operational support tasks.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Methods and practices of on-line course management technologies and online course design and development.
2. Web authoring and graphics software, including methods and practices of audio, video and image capture, manipulation and digitization and graphic design and layout.
3. Standard web mark-up and scripting languages.
4. Basic web site usability concepts, including accessibility to students with disabilities.
5. Database management systems and software, including architectures, diagnostic tools, commands and utilities, and database development and administration tools.
6. Network architecture and communication protocols applicable to the design, development and administration of web-enabled instructional materials.
7. Advanced uses of standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
8. PC hardware, operating systems and characteristics.

9. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
10. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

**Ability to:**

1. Provide practical support to students and faculty on the uses of on-line course software and web-based instructional materials.
2. Troubleshoot on-line course software and student hardware problems and assist students in using the District's distance learning programs and materials.
3. Perform difficult analyses, evaluate alternatives and develop sound conclusions and recommendations.
4. Prepare clear and concise records, reports, correspondence and other written materials.
5. Make sound, independent judgments within established guidelines.
6. Communicate clearly and effectively, both orally and in writing.
7. Exercise tact and diplomacy in dealing with sensitive issues and situations.
8. Establish and maintain effective working relationships with College management, faculty, administrators, staff, students and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in education, social sciences or a related field; and three years of progressively responsible online instructional system support experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

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

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands repetitively to finger, handle and feel computers and

standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk and lift up to 10 pounds.

Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve difficult problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, faculty, administrators, staff, students and others encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.