

College of the Redwoods

Position Description

Position: Learning Technologies Specialist	Position Number:
Department/Site:	FLSA: Non-Exempt
Evaluated by/Reports to:	Salary Grade: 117

Summary

Provides technical and instructional support for campus learning environments including multimedia systems, computer labs, and Learning Resource Center services. Provides customer service in the Learning Resource Center ranging from organization of materials to circulation, basic reference and document search. Schedules the use of multimedia equipment and meeting rooms, auditoriums, outdoors, and other venues. Provides training and technical support to faculty and staff on the operation and use of instructional technology and multimedia systems and equipment.

Essential Duties and Responsibilities

- Coordinates scheduling and use of computer workstations and labs located in the Learning Resource Center. Provides technical support to students using computer workstations.
- Provides a variety of multimedia services and technical assistance to administrators, faculty and staff for interactive classroom instruction, remote meetings and educational seminars, distance learning, and campus and community events.
- Provides support for and maintains campus multimedia presentation systems. Assists with installing, configuring, and maintaining a variety of classroom and meeting room features, workstations, software applications, peripherals, and other devices including portable multimedia equipment.
- Provides basic technical support to students, faculty and staff in the Learning Resource Center, computer labs and classrooms. Provides training on Learning Resource Center systems, educational and office productivity software, and multimedia. Refers advanced needs to District IT or Librarian.
- Serves as a resource for Learning Resource Center services, ensuring adequate coverage for variations in student use, circulation, computer labs, and processing transactions. Receives, classifies, and prepares for circulation, new and rotating library materials.
- Assists in the acquisition of library materials. Identifies and recommends current and retrospective acquisition needs. Surveys faculty and patrons for desired library materials. Researches indices of books available in print for library acquisitions.
- Maintains newspaper and periodical collections for the library. Searches for, receives, and processes inter-library loan requests. Maintains records of fees and expenses, and inventory of the collection and equipment.
- At the direction of IT, installs, configures, and troubleshoots devices on local area networks. Installs, pulls, terminates, and repairs wiring and cables for audio and video

signals and high-speed data connections. Troubleshoots projection problems.

- May oversee and participate in academic support activities such as tutoring, proctoring tests, and students' access to on-and-off campus services.
- Performs other related duties as assigned that support the objective of the position.

Qualifications

▪ Knowledge and Skills

Requires working knowledge of the operational principles for multimedia presentation systems interfacing, switching, and control, including procedures for establishing network connectivity. Requires working knowledge of the use, troubleshooting, and repair of devices and equipment used in the multimedia environment. Requires knowledge of common computer applications for office productivity such as word processing, spreadsheets, and presentation graphics and specialized applications used for education. Requires the ability to learn basic library methods, practices, and terminology including the use of computer-aided library card cataloging and basic to intermediate reference resources, and the Dewey Decimal System. Requires sufficient English writing skill to document equipment instructions. Requires sufficient human relations skill to explain technical details to a variety of people, conduct one-on-one and small group orientation, and provide customer service.

▪ Abilities

Requires the ability to perform the duties and objectives of the position. Requires the ability to maintain a functioning Learning Resource Center. Requires the ability to install, diagnose, repair, and maintain various types of multimedia equipment. Requires the ability to use general and specialized software packages/applications for word processing, spreadsheets, to access network utilities for electronic mail. Requires the ability to troubleshoot, diagnose, and resolve multimedia presentation devices and systems and computer hardware and software problems on a timely basis. Requires the ability to work with equipment and media users to enhance users' specific needs. Requires the ability to schedule work to meet required timelines. Requires the specific ability to work with faculty, supporting their efforts in the presentation of materials using interactive networks. Requires the ability to work collaboratively with peers in a team environment and with individuals beyond the department for training, service, and support. Requires the ability to observe and follow safe work practices.

▪ Physical Abilities

Incumbent must be able to function indoors in an office/classroom environment engaged in work of a moderately active nature. Requires the ability to physically perform the essential functions of this position. Requires the ability to lift (from overhead, waist, and floor levels, max. 50 lbs.), carry (max. 50 lbs.), push, pull, stoop, bend, squat, sit, and turn, in order to connect devices.

▪ Education and Experience

The position requires Associate's Degree and two years of related work experience. Additional related full time work experience may be considered as an alternative to an Associate's Degree. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

Requires a valid driver's license.
