



Mott Community College Job Description

Title: Manager - e-Learning, Faculty Support & Web Services
Department: Information Technology Services
Reports To: Chief Technology Officer
Date Prepared/Revised: May 14, 2009

Purpose, Scope & Dimension of Job:

Purpose: The Manager of e-Learning and Faculty Support Services reports to the Chief Technology Officer, providing leadership and management to the College's e-Learning program and ensuring a holistic approach to e-Learning through a collaborative cross-college approach. The Manager evaluates online and distance learning systems and is responsible for college-wide e-learning program planning; course delivery; e-Learning systems development and integration with college systems; faculty support services; course and program review, and provides leadership in new models of e-Learning. This position also has the added responsibility of providing support and direction to the web staff. Support includes providing direction and input on the College web site and graphic services provided to faculty and staff via the Faculty Support Center within ITS.

Scope: The Manager collaborates with key staff within Information Technology Services, the College and external partners to develop, assess and promote access to and use of instructional technologies and services. This Manager implements processes that support the operational, teaching and learning goals and mission of the College. The Manager oversees the activities of the Faculty Support Center within ITS, providing a welcoming place for faculty to drop in for up-to-date technical assistance. The Manager provides strategic direction related to web services providing leadership as needed to keep content accurate and available. This position works collaboratively with other areas within ITS, the academic divisions and the College to best utilize network resources for the e-Learning program and student learning. Specifically, the Manager works with the Center for Teaching & Learning (CTL) to meet the needs of the College faculty. The Manager also works with related outside groups, organizations and the community to foster collegiality and strategic partnerships as needed.

Supervisory Responsibility:

This position supervises 4 full-time staff and 1 student worker.

Essential Duties/Major Accountabilities:

A. Leadership

1. Provide leadership and oversight, organization, administration and supervision of the college-wide e-Learning program, including the supervision of support staff.
2. Provide leadership for the development and application of e-Learning systems and services that expand student success to quality, creative and innovative academic learning.



Mott Community College Job Description

3. Liaison with faculty and Academic Deans in developing future courses and programs. Cultivate, encourage and guide administrators and faculty in the coordination and development of e-Learning courses.
4. Work with instructional departments and Center for Teaching & Learning to ensure that e-Learning courses meet the College's and accrediting agency quality assurance standards.
5. Develop and/or recommend policies, procedures, standards, and practices related to online, hybrid-online, and internet-enhanced courses.
6. Develop and administer appropriate assessment, evaluation, and monitoring processes for the e-Learning program, courses, and support services.
7. Maintain contracts and service level agreements with software and course content providers, programming producers, and related service providers.
8. Oversee the activities and support provided in the Faculty Support Center of ITS.
9. Coordinate and provide training documents and orientation materials for e-Learning students and faculty.
10. Work cooperatively with the leadership of the Center for Teaching & Learning on providing development activities, workshops and other training sessions as agreed upon.
11. Work responsively and cooperatively with all College faculty and staff to assist in applying enterprise resources and related technologies to all areas of the College.
12. Develop and oversee an annual budget for the e-Learning, Faculty Support Services, and Web Services area that provides for the attainment of agreed upon strategic goals and objectives in a fiscally responsible manner. Prepares long-term impact, feasibility and cost/benefit analysis for new projects.
13. Collaborate with ITS management to develop short- and long-range plans for ITS resources (e.g., hardware equipment, software, licensing of educational media, information access for students and faculty, and information dissemination).
14. Develop recommendations for review/consideration that present effective planning strategies to improve the activities of the e-Learning, Faculty Support, and Web Services areas, and provide guidance as needed to assist in the implementation of those strategies.
15. Pursue professional development opportunities to advance knowledge and expertise in the area of e-Learning that can be incorporated into faculty and student support, and area oversight responsibilities. Remain current in market trends/practices (e.g., methodology, tools, and other developments) to effectively analyze and determine whether the ITS e-Learning program is in alignment with established standards internal and external to the College.
16. Establish and maintain effective working relationships with internal/external constituencies to promote the success of established short- and long-term objectives and goals.
17. Serve on College and departmental committees related to e-Learning, Faculty Support, Web Services and/or related ITS objectives.
18. Perform other duties as directed by the Chief Technology Officer related to ITS goals and the mission of the college.



Mott Community College Job Description

B. Curriculum Oversight

1. Coordinate and monitor web-based, hybrid and other technology mediated curricula and delivery systems to include: monitor the course development process to meet course offering deadlines; monitor courses for compliance with institutional standards, work as a liaison between faculty and instructional design support services of the CTL.
2. Suggest training and professional development opportunities for faculty and support staff related to eLearning.
3. Research, analyze and evaluate new technologies for potential applications in instruction.
4. Upholds the CPSC-approved Standards and Practices Guide for Distance Learning. Makes suggestions and champions support for improvements to this guide as needed.
5. Inform and solicit assistance from Academic Deans when e-Learning faculty are unavailable or unresponsive to students.

C. Planning

1. Plans, coordinates, and communicates the semester-specific e-Learning orientation events and separate course sessions.
2. Creates annual estimate of licensing and user fees for outside contracted course content for budgeting purposes.
3. Works with the CTL to plan the annual Faculty Peer-2-Peer professional development activity.
4. Works with the Web Planning Teams to address the strategic direction of the College web site.

D. Faculty and Web Support

1. Provides support and direction to subordinate staff responsible for development work on the College web site by providing suggestions for improvement and addressing concerns.
2. Recognizes gaps in or the need for new or revised content for the College web site and coordinates this work with the content provider or appropriate area of the college.
3. Oversees the graphic design work used for instructional works within the college.
4. Responsible for the oversight and maintenance of the College's Learning Management System.
5. Gives direction on hardware and software resources needed within the Faculty Support Center of ITS.
6. Works with the staff in this area to develop professional development workshops to provide via the CTL.

E. Manage the detailed operations of the eLearning office.

1. Contribute to the development and implementation of sound workplace practices to automate services and facilitate communications.
2. Track and report intellectual property right activity for qualified faculty activities for the CTO each semester.
3. Monitor and verify payment of telecourse (outside course content) licensing and usage fees.
4. Serve as an advisor on the Distance Learning Advisory Subcommittee (DLAS) of CPSC. May need to serve as the chair of this committee as needed.



Mott Community College Job Description

F. Representing the College

1. Serves as the primary point of contact for faculty developing courses within the e-Learning office. Responds promptly and helpfully, both to walk-ins and telephone callers to inquiries from the public, students, faculty, and staff about the College's e-Learning program and courses in the absence of the office technician. Coaches office staff to also correctly respond to inquiries by faculty and students.
2. Actively participates in meetings of the Educational Technology Organization of Michigan (ETOM) and the advisory council of the Michigan Community College Association Virtual Learning Collaborative (MCCAVLC).
3. Provides orientation to new e-Learning faculty concerning their responsibilities as e-Learning faculty and the services provided to them by the e-Learning office, either through presentations at professional development workshops or one-on-one meetings.

General Supervision and Management

1. Create a climate in which direct reports can be productive, grow professionally and meet the needs of the College. Identify and recommend appropriate professional development to advance knowledge and expertise in the area staff as needed.
2. Select, develop, motivate, counsel, coach, evaluate and discipline direct reports.
3. Monitor departmental activities, efficiency, productivity and customer satisfaction using continuous quality improvement models.
4. Ensure that the College is in compliance with regulatory, legal, administrative, collectively bargained, contractual, procedural and security standards applicable to assigned operations.

Other

1. Support and contribute to College-wide management initiatives; contribute to their success.
2. Serve as an advocate for and representative of management's interests and position. Represent, explain, and advocate management's position when interacting with others.
3. Create, document and communicate user-friendly, efficient policies, procedures and information.
4. Prepare reports and studies; maintain data, files, etc. needed to document and report activities; and create and maintain organized libraries of information, reference materials, policies and procedures for the College.
5. Identify the need for changes in policies, procedures and processes and take initiative to implement within assigned area of responsibility or make recommendation for change to responsible party.
6. Serve as an advocate for and representative of the College by participating in external groups at a local, state and national level.
7. Maintain positive and productive relationships with external groups who may interface with the College.
8. Provide advice to all College system users in the areas of technology use and trends.



Mott Community College Job Description

Accountability Standards for All ITS Staff:

As part of the Information Technology Services team, each ITS staff member is responsible for contributing to achievement of the ITS mission, vision and goals; conducting oneself in accordance with the department's Key Performance Expectations; participating in team activities and assignments; and assisting any member of the ITS team when the need arises or is observed, including in the absence of another.

1. Ensure that assigned projects and activities adhere to accepted professional standards.
2. Coordinate work efforts with other appropriate groups, staff, vendors, supervisors, and managers.
3. Conduct basic research, assemble data and information, prepare reports, and complete surveys.
4. Perform or assist in the performance of any task required of any member of the ITS department when necessary due to workload, absences, deadlines, etc. Assist other members of the ITS offices when needed or observed.
5. Ensure that the College is in compliance with the legal, regulatory, contractual, collectively bargained, and procedural requirements related to assigned operations.
6. Create, document and communicate user-friendly, efficient policies and procedures for assigned areas of responsibility.
7. Give presentations to employees and supervisors.
8. Prepare reports and studies; maintain data, files, etc. needed to document and defend the actions of the College related to assigned areas of responsibility; create and maintain organized libraries of information, reference materials, policies and procedures for ITS operations to minimize the transition time required of a new or replacement employee.
9. Generate support for the ITS department by providing high quality customer service. Communicate and provide accurate and timely information and service to the various customers served by and groups who interact with the ITS department to meet customer needs and create a positive impression of the College's ITS department. Promptly resolve questions and problems related to assigned areas raised by either employees or customers.
10. Identify the need for changes in policies and procedures and take initiative to implement within assigned area of responsibility or make recommendation for change to responsible party.
11. Serve as an advocate for and representative of the College's interests and position. Represent, explain, and advocate the College's position when interacting with others.

Minimum Required Knowledge, Skills, and Abilities:

1. A completed Bachelor's degree in Business Administration, Educational Administration, Computer Information Systems or related field.
2. Two or more years of progressively knowledgeable support experience in an e-Learning office required.
3. Five years of demonstrated positive experience working with faculty in a higher education institution.
4. Five years of experience working in a technology service environment – may be concurrent with #3 above.
5. Demonstrated experience managing budgets.



Mott Community College Job Description

6. Highly developed verbal and written communications skills that demonstrate the ability to communicate complex, technical information and related policies and procedures to a broad range of technical and non-technical staff.
7. Excellent interpersonal skills to develop and maintain effective working relationships with internal and external constituencies.
8. Strong analytical skills.
9. Strong initiative and the ability to work successfully in an environment with minimal direction.
10. Excellent administrative skills that reflect good judgment and discretion.
11. Demonstrated project planning, management and completion; time management; and priority setting skills.
12. Demonstrated history of on-time delivery of projects; project coordination; and anticipation of issues.
13. Demonstrated work history of providing high quality, strong customer-oriented services including:
 - a. problem solving orientation
 - b. strong listening skills
 - c. expertise in advising and consulting
 - d. history of coordinated work effort with extensive follow-through and follow-up
 - e. experience identifying customer needs
 - f. and conflict resolution
14. Ability and interest to function effectively as a team player.

Additional Preferred Qualifications:

1. A completed Master's degree in Business Administration, Educational Administration, Computer Information Systems or related field.
2. Five years of professional experience working in a higher education e-Learning environment.
3. Demonstrated experience working with a wide diversity of post-secondary faculty, staff and students.
4. Sharable Content Object Reference Model (SCORM) course development experience.

Physical Requirements:

With or without accommodation, the employee in this position needs to move about and position him/herself to access files and operate office machinery. The employee must be able to work at a desk for long periods of time and operate a computer workstation and telephone. Due to the managerial/customer service aspect of this position, it is necessary to communicate both in person and over the telephone with a variety of people each day. It is also essential to occasionally transport up to forty (40) pounds. The employee must, with or without accommodation, have the ability to detect that the College's information systems are operating efficiently. This position works in a normal office environment but is occasionally exposed to moving parts and loud noise from technology devices and systems.

The minimum reasoning skills necessary for this position include the ability to solve practical problems and deal with a variety of concrete variables in situations where standardization does not exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.



Mott Community College Job Description

The minimum language skills necessary for this position include the ability to read and interpret documents such as technical procedure manuals.

Hours/Schedule:

Must be able to work weekends and evenings or flex working hours as required to meet the needs of faculty and students.

Occasional travel is required for workshops, seminars, training, consulting and/or advising, and visiting branch campuses and extensions sites.

Signatures

Chief Technology Officer

Vice President for Academic Affairs

Employee Signature

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

Employee Group & Grade: S&M / Grade 5

Affirmative Action Group: 13 (Academic Support and Student Service Managers)

Job Description Status: Official When Signed Above

Reviewed by Human Resources: _____
Initials Date