Instructional Program Manager 1
Division of Lifelong Learning and Community Engagement

Formal Title: Instructional Program Manager 1

Working Title: Information Technologist

Incumbent: VACANT

Department: Lifelong Learning and Community Engagement (LLCE)

Position Reports to: LLCE Director of Online Degree and Certificate Programs

POSITION SUMMARY:

This position will be responsible for providing user support, training and course development for all LLCE courses. Analyze technology needs, research, evaluate, recommend appropriate hardware and software, and incorporate new technologies. Serve as administrator for Ungerboeck registration system and FileMaker database. Develop and facilitate workshops or one to one trainings with instructors and staff. Teach a course for the BAS/BLS program each semester.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- A Master's Degree with the credentials to be able to teach a major course in the BAS or BLS program at an institution of higher education.
- Knowledge of adult learning theory and programs.
- Experience in instructional design methods and technologies.
- Experience and advanced working knowledge of D2L or Blackboard.
- Experience consulting with faculty and conducting training.
- Excellent problem solving, interpersonal, oral and written communication skills.
- Experience with PeopleSoft or similar student database program.
- Knowledge of applications to create instructional materials, such as Camtasia.
- Experience and advanced working knowledge in writing Crystal Reports.
- Knowledge of the Quality Matters rubric. QM Peer Reviewer certification preferred.
- The incumbent must demonstrate the ability to work collaboratively with diverse University faculty, instructors and staff in a variety of subject areas.
- Ability to work independently, but also have a collaborative attitude to work within a team.
- Ability to connect and communicate with a nontraditional adult student population.
- Experience and/or coursework in instructional technology and providing computing support at a college or university.

PREFERENCES:

- Experience working with FileMaker database and Ungerboeck registration systems.

UNIVERSITY AND LLCE DIVISIONAL CORE COMPETENCIES REQUIRED:

- **Self-Awareness and Professional Development** – The incumbent proactively looks for opportunities to develop her/his own skills and related behaviors in her/his areas of expertise in an effort to maximize performance and effectiveness.
- **Communication** – The incumbent effectively communicates with internal and external stakeholders to share and express information in an ethical, forthright and timely manner. Actively listens and engages others in meaningful participation.
- **Customer Orientation** – The incumbent empathetically seeks understanding of what internal and external stakeholders require and expect, and uses available resources, policies, and opportunities in those stakeholders' best interests without compromising institutional or unit values.
- **Collaboration and Partnership** – The incumbent effectively develops relationships and collaborates with all stakeholders, values teamwork, and applies a variety of strategies to meet the needs of a diverse constituency.
- **Achievement Orientation** – The incumbent has a strong sense of urgency about proactively solving problems and getting work done; gains support for ideas, proposals, projects and solutions; and takes initiative. Willingly identifies, anticipates, and adopts to change.
- **Leadership** – The incumbent demonstrates responsibility and skill in guiding others; a commitment to and a vision for the university's public service in "…engaging people and ideas for common good…."; and an ability to achieve positive outcomes by encouraging, supporting, coaching, developing and mentoring others.
- **Teamwork** – The incumbent supports CEE teams, participating fully in team activities and work, remaining flexible and responsive to other team members' ideas and needs, proactively offering advice in her/his own areas of expertise, and relating to team members with courtesy and respect.
- **Diversity** – The incumbent embraces diversity in a professional manner by communicating with a style that is approachable and accepting.

DUTIES AND RESPONSIBILITIES:

In all duties and responsibilities: Consistently treat all students, customers, faculty, administrators, staff, and community members with dignity and respect regardless of their perceived or known differences. Demonstrate an understanding of the commitment to inclusive excellence that is embraced by the Division of Lifelong Learning and Community Engagement.

40% - Online Degree Instructional Technology Resources

- Ensure that instructors are trained in LLCE Online Degree and Certificate Programs policies and procedures, and provide support and guidance to instructors as needed.
- Design, develop, and implement appropriate professional development programs and activities for instructors related to ODCP goals and adult learning theory and best practices.
- Provides course development and user support for online courses.
- Provide pedagogical and instructional design consultation and support services to assist instructors to effectively deliver instruction, with an emphasis on online courses.
- Develop and facilitate workshops and one-on-one training for instructors in online teaching.
- Assist instructors in incorporating multimedia in online courses along with new technologies and strategies.
- Advise and assist instructors in the design and development of online materials and evaluating new instructional software.
- Support instructors, students and staff with the use of D2L.
- Maintain effective relationships with other academic departments whose courses are offered through ODCP and from where instructors might be identified.
- Oversee the course evaluation process for all ODCP courses using Qualtrics.

40% - LLCE Divisional Technology Resources

- Administer Ungerboeck registration system, write Crystal reports, and manage other technology tools used by LLCE's Personal and Professional Development Programs.
- Administer Filemaker database and manage other technology tools used by LLCE's Online Degree and Certificate Programs.
- Work with staff to incorporate new technologies and strategies.
- Develop and facilitate workshops and one-on-one training for staff.

20% - LLCE Degree Program Course Instruction

- Teach one course for a BAS or BLS program per semester.