

# Job Description

Position Title: Analyst 2, Educational Technology

Job Group: Information Technology

Job Level Group: Professional - Intermediate

FLSA Status: Exempt

## Position Summary:

The Analyst 2, Informational Technology - Educational Technology supports the effective and meaningful use of technology in teaching and learning. Provides faculty training and support in the use of classroom technology. Creates training resources including step-by-step guides, video tutorials, and classroom troubleshooting documentation. Trains IT staff to use and support classroom technology. Coordinates instructional technology activities and support with Pima Online, Faculty Resource Centers, the Teaching and Learning Center, and other departments. Supports classroom technology projects and may be called upon to lead basic projects.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Trains faculty and staff (one-on-one or in small groups) to use classroom and audio/video technology
2. Trains campus IT staff to support classroom technology and audio/video systems
3. Prepares documentation and training materials including short videos
4. Provides support for instructional software that faculty frequently use such as Lumio (including Smart Notebook), Zoom, Google Meet, Panopto, and others
5. Researches and recommends new instructional software for educational use
6. Coordinates instructional technology activities and support with Pima Online, Faculty Resource Centers, the Teaching and Learning Center, and other departments
7. Troubleshoots and assists with software, hardware and process problem diagnosis
8. Supports classroom technology projects and may be called upon to lead basic projects
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices.
2. Knowledge and application of various instructional methodologies
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4. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
5. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
6. Skill in project management principles, processes, and techniques
7. Skill in performing a variety of duties, often changing from one task to another of a different nature
8. Skill in positive, productive and flexible customer service
9. Ability to adapt to a rapidly changing technical environment
10. Ability to work with independently as well as in a team environment

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

### **Competencies:**

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

### **Minimum Qualifications:**

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science or a closely related field of study required
- One (1) to Three (3) years of related experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Pre-employment Background Check Required
- Valid AZ Driver's License