

Job Description

Position Title: Manager, Learning Technology

Job Group: Academic Affairs

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager of Learning Technology will support the day-to-day operations and administration of all Center for Learning Technology (CLT) strategies to ensure quality course development and innovation. The position will assist to lead in the planning, creation, design, development of CLT, PimaOnline course design 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. Develops and administers a College program. Develops, implements, and evaluates strategic program objectives, policies, and procedures; interprets and applies policies and procedures. Conducts research, compiles and analyzes program results, and prepares reports and recommendations.
2. Evaluates program plan of service and effectiveness. Explores and develops strategies and processes to improve communication and delivery of services.
3. Update and maintain the CLT Director-level Review Rubric. Assign, coordinate, schedule and follow through on course reviews. Maintain ongoing dialogue with the Director, instructional designers, and Director of Quality to continuously improve the CLT course review processes.
4. Collaborate and support the Director in annually updating and continuously maintaining the CLT Operations Manual, including collaboration with the Dean on how it intersects with the PimaOnline Department Head Handbook
5. Ensure timely completion of course development contracts; address any issues with the contracting or payment issues with approved CLT course development projects
6. Co-create and maintain all Google forms and other documentation that articulate CLT request processes: Media Request Form, Captioning Request Form, CLT Work Request Form, etc.
7. Lead efforts to promote common best practices regarding course development and media production with CLT staff
8. Coordinate and bridge course quality practices and procedures between the CLT and the Director of Quality Online Courses
9. Lead the search, hiring, and onboarding of faculty Associate Instructional Designers each spring
10. Coordinate and oversee the use of the CLT project management software system
11. Coordinates with inter-college departments to interpret and address federal regulations, college policies, and program needs.

12. Supports staff. Solves staff and program obstacles in order to fulfill program service needs. Provides department supervision. Ensures training for new hires.
13. Trains and supervises assigned staff. Prioritizes and assigns work; conducts performance evaluations. Recommends hiring, disciplinary actions, and termination of staff.
14. Coordinate, and support the Director in the approvals of CLT staff requests to attend conferences and other professional development opportunities that require PimaOnline funding. Coordinates information around CLT staff presentations at conferences to all PimaOnline staff
15. Develops operational budget. Examines and approves program expenditures.
16. Reports program advancement to administration and reviews compliance to regulations.
17. Attends college meetings and conducts presentations for participants, parents, and community service sites.
18. Maintains and oversees professional development, training programs, and curriculum.
19. 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 of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

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

- Master's degree in Higher Education, Administration, or a closely related field of study required.
- Three (3) to five (5) years of related experience with higher education administration.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory 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
- Some evening or weekend work hours