



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Coordinator Online Learning & Technology
<b>POSITION NO.</b>	502210
<b>LOCATION</b>	Campus
<b>REPORTS TO</b>	Manager, Instructional Technology
<b>GRADE/PSA</b>	12
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	N/A
<b>LIMITATION (if applicable)</b>	N/A
<b>REVISION DATE</b>	March 2023

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**JOB SUMMARY:**

Provide support for faculty and students in the use of CCRI's instructional applications including, but not limited to, Learning Management System and all its integrations; lecture capture system; collaboration application; accessibility product; and enterprise video system. Coordinate and provide Online Learning and Technology IT Helpdesk services for faculty and students.

**DUTIES AND RESPONSIBILITIES:**

- Provide support services for faculty and students and assist them with the College's LMS, video and collaboration resources, and other supported Online Learning and Technology applications.
- Assist faculty and students with Online Learning & Technology supported services via the automated Online Learning & Technology IT Helpdesk ticketing system, remote web-conference sessions, phone, and in-person.
- Maintain the Online Learning & Technology tracking system and coordinate the automated ticketing processes with the Information Technology Helpdesk. Train and supervise part-time staff and student workers assigned to Online Learning & Technology.
- Conduct demonstrations, technical training, and consultations for faculty and students on current technologies and new initiatives in instructional technology through web-based tutorials; instructor-led and hands-on workshops; and remote web-conference sessions.
- Create, maintain, and update the Online Learning & Technology knowledge base, documentation, and training materials.
- Assist with the development and maintenance of the Online Learning & Technology web site.
- Recommend new support services based on client needs.
- Stays informed about the current state of and future advances in instructional technology, and digital and online learning.
- Recommends new support systems and software technologies based on analysis of user needs.
- Perform other related duties as required.

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Associate degree and six years' customer relationship management experience, or bachelor's degree and four years' customer relationship management experience is required.
- Demonstrated strong client relationship skills required.
- Excellent analytical, organizational, and communication skills are required.
- Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators, students, and colleagues are required.
- Demonstrated ability to work independently on multiple assignments and to work collaboratively within a

team is required.

**PREFERRED QUALIFICATIONS:**

- Demonstrated experience in providing instructional support and faculty professional development in Higher Education is preferred.
- Experience in technical writing preferred.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.