Position Title: Instructional Support Specialist  
Rank: Administrator IV  
Department: Information Technology  
Supervisor: Director of Learning Technologies and designee  
Anticipated Start Date: August 1, 2012

**Position Summary:**  
The incumbent performs the following duties in accordance with institutional and Information Technology policies and procedures primarily in support of teaching and learning technologies which includes setup, maintenance, installation, support of technology software and hardware, and training of students, faculty, and staff.

**Position Responsibilities:**  
1. Provides day-to-day support of the teaching and learning technologies. The incumbent installs and maintains hardware and software and recommends policy and procedures.

2. Researches instructional materials, multimedia and distance education methodologies that are computer based. Integrates these technologies and facilitates their use.

3. Plans, prepares and provides instruction and workshops for faculty on technology for use in their teaching.

4. Work with faculty to design and develop templates and processes to be used in learning assessment, production of instructional materials, or research projects.

5. Perform needs assessment to identify improvements for course websites, curriculum resources, learning objects, delivery techniques, or learning activities.

6. Assists students, faculty, and staff with the use of hardware and software available in academic computer labs and computer instructional classrooms.

7. Train students, faculty, and staff in current technology use of equipment and software. This is to be done on a one-on-one basis and small group sessions.

8. Interfaces with vendors and other outside agencies and companies as they relate to the responsibilities associated with this position.

9. Develops user manuals and documentation for instructional systems, software and policies and procedures.

10. Develops software and WEB based material as directed.
11. Performs other duties and responsibilities related to those enumerated above which do not alter the basic level of responsibilities of the position.

**Minimum Qualifications:**
Bachelor's degree in Instructional Technology, Media Communication, Computer Science or related field. Master’s degree preferred. At least four years experience in the design and development of blended or online courses involving graphics and multimedia at an institute of higher education, or similar experience in a related environment. Strong knowledge of best practices and design principles in developing and delivering presentations in synchronous and asynchronous learning environments. Familiarity with authoring and web development tools such as html, CSS, Adobe Creative Suite, JavaScript, and Microsoft Office. Ability to apply knowledge about course management tools and distance learning with PC and Macintosh platforms. Software and hardware installation, configuration and maintenance on both PC and Macintosh platforms.

Excellent oral and written communication skills. Ability to continuously update personal knowledge of cutting-edge technology, identify advances that will enhance the educational environment, and recommend changes in the utilization of technology where appropriate. Ability to formulate procedures related to this position, supervise others, and establish and maintain effective working relationships with others. Any of the above qualifications may be waived for individuals possessing equivalent alternate experience.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their experience has prepared them for the responsibilities of this position and to provide appropriate references.

**FLSA:** Exempt

Revised June 2010

**APPLICATION PROCEDURE:**
Submit a cover letter, BOT Employment Application, detailed resume and names of three references to:

**Senior Enterprise Infrastructure Manager (Admin VI)**
Huyen Woods
Board of Regents for Higher Education
61 Woodland Street
Hartford, CT 06105
hwoods@ctdhe.org

*The Board of Regents for Higher Education is an Affirmative Action/Equal Opportunity Employer. Protected group members are strongly encouraged to apply.*