

DISTANCE LEARNING SPECIALIST

GENERAL STATEMENT:

Provide routine support to the Director of Distance Learning by providing technical support.

REPORTS TO:

Director of Distance Learning

OCCUPATIONAL GROUP:

Secretarial and Clerical

FLSA: Non-Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

High School Diploma required, Associates Degree preferred

LICENSE OR

CERTIFICATION:

None

EXPERIENCE:

Two (2) years' experience in a Distance Learning environment.

OTHER:

Working knowledge of Microsoft Office Suite, Adobe. Professional office skills including but not limited to: organizational skills, communication skills, time-management skills and people skills. The ability to multi-task in a fast-paced environment and the ability to operate all office equipment.

DUTIES AND RESPONSIBILITIES:

- Provides face-to-face, text, phone, and online e-course support for distance learning students.
- Provides face-to-face, text, phone, and online e-course support for distance learning instructors (full-time and adjunct).
- Works closely with the Information Technology department to identify technology issues for distance learning students.
- Works closely with the Information Technology department to identify technology issues for distance learning instructors (full-time and adjunct).
- Assists in mentoring distance learning instructors (full-time and adjunct).
- Assists faculty in the design and development of online courses using instructional media and distance education applications.
- Assists the Director of Distance Learning with development of online training modules for students.
- Assists the Director of Distance Learning with development of online training modules for instructors (full-time and adjunct).
- Collaborates with Director of Distance Learning to develop and implement long-range plans and strategies for the TVCC Department of Distance Learning.
- Assists the Director of Distance Learning with the TVCC Distance Learning website and updates all online course syllabi every semester.
- Creates distance learning course shells in the e-course system and ensures that students are uploaded into assigned courses.
- Monitors and answers telephone calls for distance learning.
- Monitors and responds to e-mails for ecourseshelp@tvcc.edu.
- Assists Director of Distance Learning as contact for e-course Helpdesk.
- Receives and disburses incoming and outgoing faxes for distance learning department.
- Tracks and pays all invoices from VCT Host Colleges.
- Advises students inquiring about the TVCC online programs available.
- Advises and registers students within the VCT system.

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- Coordinates with the TVCC Registrar and VP Office of Instruction to create VCT sections for students wishing to be hosted for VCT by TVCC.
- Creates and manages the TVCC Provider schedule each semester on the VCT website.
- Updates the VCT instructor syllabi and credentials as needed.
- Manages and tracks course approval from the appropriate administrators for the TVCC HOST VCT courses.
- Assists counselors of satellite campuses with TVCC distance learning information.
- Translates technical terms to non-technical persons (students and/or faculty) to offer support.
- Maintains records for VCT Colleges.
- Manually uploads students into e-course database as needed.
- Manages inventory and orders supplies for the distance learning department.
- This job description shall include, but is not necessarily limited to the above duties. This position may temporarily perform other duties as assigned to maintain operations and services as assigned by appropriate supervisory personnel.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 04/12/10

Revised:

JD496