

DISTANCE LEARNING SPECIALIST (BOCES)

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing a variety of support in the process of insuring the highest quality delivery of Distance/Distributed learning. The work is performed under the general supervision of a higher level manager with discretion allowed in carrying out the details of the work. Supervision of the work of others is not a responsibility of employees in this class. A Distance Learning Specialist (BOCES) does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides scheduling and managing of communication links for Distance/Distributed Learning;
- Maintains the Distance/Distributed Learning website including Internet Protocol (IP) – based courses and virtual learning experience databases;
- Supports the technological delivery of broadband, IP and other forms of Distance/Distributed Learning;
- Serves as a team member for new initiatives and problem solving related to Distance/Distributed Learning;
- Designs and develops Distance/Distributed Learning promotional materials and markets to our internal and external customers;
- Researches information related to Distance/Distributed Learning as assigned;
- Sets up and trains users in desktop conferencing systems;
- Serves as a liaison between Technicians and users to troubleshoot technical difficulties with the systems;
- Provides first level diagnosis/trouble shooting for video conferencing systems including desktop video conferencing for problems related to software, hardware, security and password problems;
- Maintains web databases for broadband distance learning courses, virtual field trips, and IP-based courses.
- Uses WinCap to place orders for distance learning equipment and online courses.
- Helps with enrollment and billing for online and video conference courses.
- Runs statistics and reports for online learning, learning management systems and online courses.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of modern methods used to plan, develop and maintain web-based learning and internet-based applications. Good knowledge of modern software and programming languages used to develop and maintain website; knowledge of the capabilities and limitations of electronic data processing equipment;

ability to manage website projects; ability to analyze and organize data and prepare records and reports; ability to perform close detail work involving considerable visual effort; ability to understand and follow oral and written instructions; ability to communicate both orally and in writing; ability to establish and maintain effective working relationships with others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited or New York State Registered College or University with at least a Bachelor's degree in computer information systems or closely related field and one (1) year of experience in website development and maintenance; Virtual Learning or Internet Protocol.

OR

(b) Graduation from a regionally accredited or New York State Registered College or University at least an Associate's degree in computer information systems or closely related field and three (3) years of experience in website development and maintenance; Virtual Learning or Internet Protocol.

OR

(c) Graduation from high school or possession of a high school equivalency diploma and five (5) years of the experience stated in a;

OR

(d) An equivalent combination of training and experience as defined by the limits of a and b, or c.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 8/19/04

Revised: 7/24/2014