



Job Description

Job Title: Instructional Technical Support Coordinator

JTC: CPY

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for managing and maintain the Teaching Learning Center (TLC) and its equipment, computers, and supplies, as well as provide assistance to all staff and faculty.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of teaching learning concepts and procedures. Ability to access information, maintain records and prepare reports. Ability to interpret and apply administrative and departmental policies.

Experience using a variety of software and database applications and the ability to understand any issues related to mainframe application.

Able to work with clients and colleagues. Ability to organize work effectively, conceptualize and prioritize objectives; exercises independent judgment and discretion based on an understanding of organizational policies and procedures.

Ability to plan, organize, and conduct training conferences and workshops. Has excellent attention to detail, strong problem-solving skills and effectively handles multiple tasks and projects simultaneously.

Oral and written communication skills in order to support interaction with individuals from varying backgrounds. Strong knowledge and experience providing effective customer service. Excellent interpersonal skills and the ability to create strong professional relationships with colleagues, staff and clients.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 20 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's degree plus three (3) years of experience educational environment related to teaching and faculty support. Requires one year of supervisory experience of full-time staff. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. workday during heavy registration peak times. Official



transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the training and maintains the Weave online system. Provides one on one training to staff and faculty on educational technological topics. Researches, and verifies data to generate and maintain complex reporting.

Coordinates with other departments to provide for the requirements of the Teaching Learning Center and other departments. Maintains accurate records regarding usage of Teaching Learning Center.

Primary resource in answering questions and providing general information regarding the interpretation of policy and procedures for the DCCCD to faculty, deans and administration.

Provides research support to the director for new program development programs being considered by the college. Assist in developing and implementing an adjunct professional development program.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provides excellent customer service.

Performs related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.