

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Distance Education Support Specialist

BASIC FUNCTION: Under the supervision of the area Director, supports, and maintains the courses, users and servers within the entire RCCD Distance Education program, also assists faculty in development and migration of curricula to be taught in an online environment.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable - no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. Supports and maintains the virtual servers for Canvas (or current CMS/LMS: Content Management System/Learning Management System) used by the district's academic users.
2. Supports and maintains the Canvas (or current CMS/LMS) servers used to maintain patches & updates for all users district wide.
3. Work with Network Specialist personnel in the installation, programming, testing, and troubleshooting of network applications as needed.
4. Is responsible for the resolution of assigned work orders via forms and requests to resolve user problems & inquiries related to CMS/LMS connectivity, problems and special needs.
5. Provide Admissions and Records with student access logs due to extenuating circumstances/grade challenges/ and to verify Census data reports throughout the district when needed.
6. Provides technical assistance for instructors including instructor CMS/LMS training; provides technical assistance for students; develops, maintains and coordinates web-based, digital and supplemental support content.
7. Develops promotional marketing media, related to department; researches new design techniques to increase knowledge and ability to adapt and use design tools.
8. Provides technical assistance for instructors with various other software and issues.
9. Administration of CMS/LMS courses, courseware and course designers, course instructors, helpdesk user and student accounts; monitors for operational and licensing status; creates course shells, course back-ups, restores, migrates and resets course content; maintains courses and CMS/LMS courseware; provides timely general and emergency maintenance notifications related to CMS/LMS; uploads and maintains all user information in CMS/LMS database.
10. Provides individual training on various software as requested.
11. Upgrades, updates, and helps maintain staff desk PC's.
12. Produce video content for Distance Education department; content is specific to training, tutorials, promotional marketing and related educational technologies and media for Distance Education based instructors.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

EDUCATION: An associate's degree from an accredited institution in graphics technology, computing, or a related field is required.

EXPERIENCE: Two years of closely related experience in computer graphics design, web page development, or a related field is required. Instructional or work experience in an educational setting is desired.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Canvas (or current CMS/LMS), HTML and other related programming code (i.e. JavaScript), Microsoft Office suite, and Adobe software (i.e. CS4, Dreamweaver, Acrobat Professional, Photoshop, Illustrator).

ABILITY TO: Establish and maintain effective relationships with staff, students, and others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, faculty, instructors, administrators, other institutions and organizations.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.