Job#: 98902

Department: Information Technology Services

Job Title: Application Resource Center Support

Supervisor: Michelle Garnsey

Phone #: 740-755-7797

Email: garnsey.2@cotc.edu

Hourly Rate: $9.25

Terms job is available: Summer X Autumn X Spring X

Times job is available: Mornings X Afternoons X Evenings X Weekends X

Qualifications:
An aptitude and desire to work with computers and other video/photography equipment. Taking courses in the CIT or Engineering Program area is a plus. Other skills include:
1. Experience with PC (Windows 7 and/or 8) and Macintosh (Mac OS X) computers.
3. Ability to work closely with faculty and staff and provide excellent customer service.
4. Ability to write technical support materials such as manuals and procedures.
5. Ability to work on information that is sometimes sensitive in nature.
6. Ability to provide multimedia development assistance in a variety of tasks related to faculty course development.
7. Excellent written and oral communication skills.
8. Ability to type at least 40 words per minute (WPM) when transcribing audio content.
9. Ability to self-manage time and tasks, while maintaining accurate records and organized files.

Summary of Duties:
This position will work closely with faculty and ITS personnel in the area of application support and administration. Primary duties involve support for the Moodle Learning Management system and assisting the department course designer/developer. Specific duties include:
1. Assist faculty and staff with identifying and resolving issues in the College’s Learning Management System (LMS), currently the Moodle LMS.
2. Help faculty troubleshoot technical problems with the LMS via phone, email, web conferencing, screen-sharing, and in-person.
3. Provide onsite/immediate technical LMS support to faculty and staff via walk-in support hours.
4. Assist faculty with importing, exporting, and copying course materials from one course to another within the College’s LMS.
5. Utilize current screen-capturing software to create, edit, and maintain how-to guides (both print and video) that demonstrate how to perform common procedures within the College’s LMS.
6. Utilize current transcription assistance software to transcribe and/or provide closed-captioning support for web-based audio and video content.
7. Assist the College’s Instructional Designer with designing, creating, editing, and testing online course content, multimedia, documents, images, and interactive review videos and activities.
8. Assist the College’s Digital Media Designer with shooting and/or editing audio, video, and photographs for online learning and promotional content.
9. Other duties as assigned.

Background check required for selected applicant.

This job does not replace a full-time employee.

COTC Account #: 43035

OSU Org-Fund #: 09757-012510

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Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents’ needs __Yes __x__ No

Students in this job provide services to students with disabilities __Yes ___x__ No

Background Check Required? __X__ Yes (RD) ___No

5/11/16