

RANGE N02

**JCT NO. TL8
FLSA EXEMPT N**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

JOB TITLE: Educational Technologies Assistant

DATE PREPARED: Fall, 1996

DATE REVISED: Summer 1999, Fall 2003, Fall 2004, Fall 2006, Spring 2009; Summer 2012; Spring 2014; Fall 2016

GENERAL SUMMARY: Provides assistance, information and troubleshooting for faculty and students involved with on-site courses, distance learning telecourses and live interactive courses; provides support to specific campus/location assigned.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Provides on-site and/or distance learning information, prepares materials and maintains data.

Provides assistance, information and trouble shooting for faculty and students involved with on sight distance learning telecourses and live interactive courses (DC-Net).

Provides support for modem-based instruction, including set-up and day-to-day maintenance of student accounts via e-campus, video conferencing, and/or blackboard.

Acts as lead on the help desk; provides phone and clerical support; prepares and processes contracts for instructors and instructional associates.

Assists in flow of materials between faculty and students.

Maintains database for MRC and records grades.

Performs related duties as assigned.

REPORTING RELATIONSHIP:

Varies to meet organizational need.

PHYSICAL EFFORT REQUIRED:

Ability to lift and carry up to 25 lbs.

MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:

Associate's degree or higher and one-year experience in educational technology or related field **or** high school graduate and three years' experience in educational technology or related field. Knowledge of and ability to utilize computer telecommunications and technology to access information, generate reports and communicate.

Educational Technologies Assistant

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MINIMUM EDUCATIONAL/SKILL REQUIREMENTS: - continued

Excellent oral and written communication skills to interact with varying levels of staff, students and the general public from diverse backgrounds. Strong knowledge and experience providing effective customer service. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

09/01/99:rpg
revised: 09/01/03; ccp
revised: 08/23/04; ccp
revised: 04/2009-ccp
revised: 08/2012 – emm
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